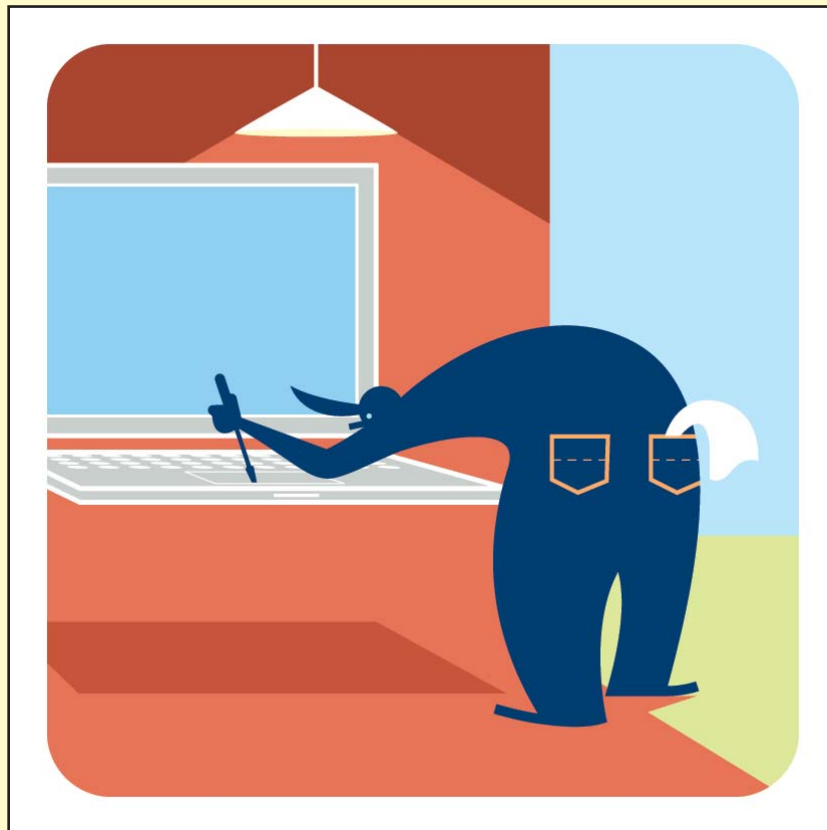


BONUS COLLECTION

Macworld

THE MAC PRODUCT EXPERTS

Power Guide: Mac 911

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www.macworld.com

The Choice Is Yours

Ours is anything but a one-size-fits-all world, so I do my best to provide my readers with many ways to solve their Mac problems. This installment of *Mac 911* provides a plethora of solutions—for launching applications with the press of a key, mating old Macs with new scanners, forcing a Power Mac to stick out its tongue and say *ahhh*, and recording “unrecordable” audio files.

Key Commandeering

Mac OS 9's Keyboard control panel has a function that lets you launch applications by pressing function keys. I love this feature but find that it's unavailable in Mac OS X. How can I get it back?

George Mennel, *Kansas City, Missouri*

Although this feature is missing from OS X, you can launch OS X applications from your Mac's keyboard—with some help from third-party utilities.

I've plundered the Web for solutions and come up with some dandies.

I'll begin with Michael Kamprath's Keyboard Maestro 1.0 (www.keyboardmaestro.com). This nifty \$20 utility (which is also available in a free, light version) allows you to assign hot keys to applications and use hot keys to enter boilerplate text, switch to the next or previous application, and hide all applications. You can even use the program to remap key commands

(a very handy feature for those of us who will never get used to the fact that pressing \mathbb{N} creates a new window, rather than a new folder, in OS X's Finder).

Among its myriad talents, James Thomson's indispensable \$25 palette-based file-launching utility, DragThing 4.2 (www.dragthing.com), allows you to launch applications via your keyboard.

CE Software's \$60 QuicKeys X (515/221-1801, www.cesoft.com), in addition to being a fine macro utility, lets you launch applications with a keystroke. As with DragThing, you can place shortcuts in easily configurable palettes (known as Toolbars in QuicKeys parlance).

LaunchBar 3.1.2, from Objective Development (\$20; www.obdev.at), takes a slightly different approach. Instead of assigning a hot key to an application, you press \mathbb{S} -spacebar and begin typing the name of the item you want to launch—an application, file, Web address, or e-mail address, for example. As you type, LaunchBar narrows the list of matching items. The utility also learns as you type—if you type **word**, for example, and select Microsoft Word from LaunchBar's list, Microsoft Word appears at the top of the list the next time you type these letters.

Old Mac, New Scanner

I'd like to find a new scanner to use with my Power Mac 7200/120. Unfortunately, all the new scanners seem to have USB ports, which my Power Mac doesn't have. What can I do?

Dick Snedeker, *West Windsor, New Jersey*

Although your Power Mac's youthful glow may have faded, you have a couple of options: you can either procure a scanner that's compatible with your Mac as it is now or make your Mac compatible with many of today's scanners.

The first option requires the purchase of a scanner with a SCSI interface. Though most consumer-grade scanners made today offer only a USB port, SCSI scanners are still available from companies including Epson (800/922-8911, www.epson.com), Umax (510/651-4000, www.umax.com), and Hewlett-Packard (800/752-0900, www.hp.com).

These SCSI scanners—which transfer data more quickly than their USB counterparts—are intended for professionals and are priced accordingly. Whereas you can purchase a fine USB scanner for less than \$200, you should expect to pay \$500 or more for a SCSI scanner.

If you, like me, know the value of a dollar, I'd suggest that you make your Power Mac compatible with today's USB scanners by adding a USB adapter



to one of your 7200's three PCI slots. Companies such as Keyspan (510/222-0131, www.keyspan.com) and Belkin (800/223-5546, www.belkin.com) offer two-port USB PCI cards for around \$40. With one of these adapters snuggled down inside your Mac, you're at liberty to use one of the many inexpensive USB scanners on the market.

Open Sesame!

The media drive on the new Power Mac G4 lacks an eject button. Instead, Apple asks that you use the Apple Pro Keyboard's eject button. Does this mean there is no hope for using a different keyboard with this Mac?

Tim Smalley, Lansing, Michigan

Fear not, Tim. With the Power Mac G4, you can use your ergonomic keyboard to eject discs. Though the SuperDrives inside the top-of-the-line Power Macs do not have manual eject switches (such as the switches, found on earlier Mac models, that you engage by shoving a straightened paper clip into a tiny hole in the drive slot), you have oodles of options for making these drives open wide. May I count the ways?

One: You can highlight the disc and drag it to the Trash. Two: You can highlight the disc and press ⌘-E. Three: In Mac OS 9 and earlier, you can highlight the disc and press ⌘-Y. Four: You can launch iTunes and then press the Eject button in the main iTunes window. Five: In OS X 10.1, pressing the F12 key opens the media drawer (yes, even when it's empty). Six: You can hold down the mouse button on start-up. Seven: If the disc is a start-up disc (for either OS 9 and earlier or OS X), you can hold down the option key at start-up, select the disc, and then press ⌘-period (.) to eject it. Eight: If you can't remove the disc by any other means, hold down the ⌘, option, O, and F keys at start-up to boot into Open Firmware; at the prompt, type **eject cd** and then **mac-boot** to continue start-up. Nine: You can turn on the Mac's built-in speech recognition, highlight the disc, and trigger the Eject This Disk AppleScript verbally. Ten: If you're running OS 9.2, open Eject Extras (Applications: Apple Extras) and double-click on the Eject application. To make this process easier, use the Eject control strip.

Real to Reel

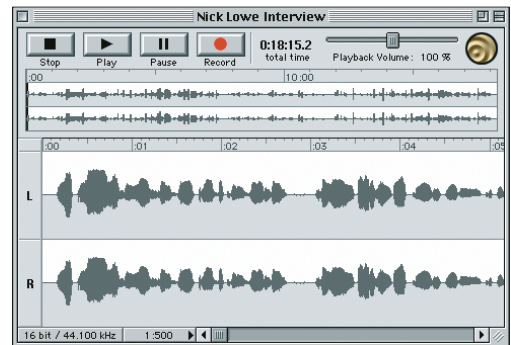
I have found some Real Audio files I would like to convert to MP3 files and transfer to my iPod, but there seems to be no way to save them to my hard drive. How can I listen to them on my iPod?

Corey Sevett, Minneapolis, Minnesota

Corey, as you probably suspect, Real Audio files that stream across the Internet were not meant to be downloaded or transferred. But what you ask is not impossible. To achieve your goal, you must be running Mac OS 9 or earlier and you must record the output from your Mac's sound-out port into your Mac. Here's how it works:

On the software side of things, you'll obviously need a copy of Real Player (www.real.com) to play the Real Audio files. The job also requires a sound-editing application for recording sound. Felt Tip Software's \$35 Sound Studio (www.felttip.com) is the one that I prefer (see "Sound Advice").

If you have a Mac with a sound-in port, the only hardware you need is your Mac and an audio cable that has a stereo miniplug (a Walkman-style plug) on both ends. If your Mac lacks a sound-in port, you'll also need some kind of audio adapter—a PCI audio card or a USB audio-input device such as Griffin Technology's \$35 iMic adapter (615/399-7000, www.griffintechology.com). String the audio cable between the Mac's sound-out port and the sound-in port on your sound-input device. Open the Sound control panel, click on the Sound window's Output tab, and then select Built-in from the list of devices. Launch Sound Studio, select Sound Input Source from the Audio menu, and choose the sound source (the Mac's sound-in port or USB audio, for instance). Click on OK to confirm your choice. Then select New from Sound Studio's File menu to open a new audio document.



Sound Advice

With the right cable, audio adapter, and audio editor, you can record Real Audio files using Sound Studio.



TIP OF THE MONTH

In OS X, you can print your Adobe Photoshop files to networked printers, including LPR (line printer) devices.

Run Photoshop in OS X's Classic mode. When you're ready to print, save your creation as a normal Photoshop file, including layers (no need to flatten them). Then open the saved file with GraphicConverter for OS X (this app opens Photoshop files just fine) and print it. The Carbon version of GraphicConverter X is shareware (\$35), and it's worth every penny. Download it from Lemke Software, at www.lemkesoft.com.

Terrell Smith, Madison, Wisconsin

Open Real Player and load the Real Audio file you want to play. Press Real Player's Play button; then immediately switch to Sound Studio and press the Record button (don't worry, it will take Real Player a while to stream the audio to your Mac—you won't miss anything). When the Real Audio file finishes playing, press Sound Studio's Stop button to end the recording. Save your recording in Sound Studio as an AIFF (Audio Interchange File Format) file. You are now able to open this file in iTunes, convert it to an MP3 file, and then upload it to your iPod.

<< **Imperfect Words**

I have years of work I created in WordPerfect, Corel's now-abandoned word processor. Since it's not supported, I need to convert my files to Microsoft Word. I have Office v. X but can't find a translator. Is there a way to convert?

Thomas H. Suttles, *Magalia, California*

As with all the questions in this month's column, you can approach this problem from a couple of different angles. You can do your work in WordPerfect and create Word-compatible files, or you can convert your WordPerfect files with a third-party utility.

If you want to make WordPerfect more perfect, I suggest that you trip on over to VersionTracker (www.versiontracker.com); enter the word **WordPerfect** in the Search field; and from the resulting Web page, download Corel WordPerfect Enhancement Pack 3.5.e, WordPerfect Updater 1.0, and WordPerfect Conversions 2.0. The first of these is a free, full version of the application. WordPerfect Updater 1.0 patches the program so it's more compatible with OS 8 and OS 9, and WordPerfect Conversions 2.0 adds a host of new converters to WordPerfect—allowing you to export your WordPerfect documents in a format Word X can understand. John Rethorst created both utilities. Both are free and are totally unsupported by Corel. To add the converters to WordPerfect, drop the MacLinkPlus WordPerfect 3 file on your Mac OS 9.X System Folder (WordPerfect Conversions 2.0.1: For Extensions Folder). Then select everything else in the WordPerfect Conversions 2.0.1 folder and move it to WordPerfect's Conversions folder (inside the Corel WordPerfect 3.5 Enhanced folder). Restart your Mac or, if you're using OS X, relaunch the Classic environment.

When you next launch WordPerfect and select Save As from its File menu, you can save files as Microsoft Word 6, 4.0, or 5.X documents. To open your files in Word X, save them as Word 6 documents. Most of the formatting from your WordPerfect documents remains, although any hyperlinks they contain no longer function.

To bend documents more completely to your will,

UNSOLICITED ADVICE

As lush as the Aqua interface may be, I spend far too much time navigating OS X's directories, looking for the stuff I need. For this reason, I've dropped a few helpful items into the Dock. Read on to see how you can do as I do:

Preference Panes If you'd like to bring a touch of the old, hierarchical Apple menu to OS X, try this trick: Create a new folder on your OS X desktop, and name it Preferences. Open the PreferencePanets folder within the Library folder inside OS X's System Folder, and press ⌘-A to select everything in it. Then hold down ⌘-option, and drag the highlighted items to the Preferences folder you just created. Doing so moves aliases of each system preference into this folder.

So you can distinguish this folder from other OS X folders, paste the icon from the System Preferences application onto the folder: click once on System Preferences (inside OS X's Applications folder), press ⌘-I to bring up the System Preference Info window, click once on the icon, and press ⌘-C to copy the icon. Then click once on the Preferences folder you created, again press ⌘-I to produce the Info window, click on the folder icon, and press ⌘-V to replace the icon with the one you copied earlier. Given that you'll

soon be able to select system preferences individually, you'll no longer need the System Preference icon that currently resides in the Dock. Click and drag it out of the Dock to make it vanish. Drag the Preferences folder to the Dock. Now when you want to select a system preference, simply click and hold on your Preferences folder and select the system preference you desire from the resulting menu.

Classic Control Panels There's no need to launch an application in the Classic environment to access OS 9's control panels. Just drag the Control Panels folder from OS 9's System Folder into the Dock. Click and hold to launch a control panel in Classic (note that not all control panels work in OS X).

Networked Volumes Mount every network volume you'll ever need (including your iDisk), copy their icons into a folder, and place that folder in the Dock. To mount a volume later, click and hold on the folder and select the volume you want.

Applications and Utilities Folders To avoid having to maneuver through directories or use a window's toolbar, move these folders to the Dock. To remove any of these folders, just drag it to the desktop.

purchase a copy of DataViz's MacLinkPlus Deluxe 13 (800/733-0030, www.dataviz.com). This \$100 utility can translate files from just about any format into just about any format—and that includes files created on the PC!

In OS 9 and earlier, you can perform this translation from within an application—just select a file in the Open dialog box, and MacLinkPlus Deluxe takes care of the translation. Regrettably, this isn't possible in OS X. Instead, you must drag the file you want into the MacLinkPlus Deluxe application, press the Translate button, and select the format into which you'd like to translate the file. □

Contributing Editor CHRISTOPHER BREEN occasionally uses this space as an advertising vehicle for his book *Mac 911* (Peachpit Press, 2002).

Digital-Hub Revival

Like the big wheel latched to John Fogerty's *Proud Mary*, Apple's digital-hub strategy keeps on turnin'—if not always burnin'. To help you keep your i-products chooglin' as Apple intended, this month's *Mac 911* offers advice about three spokes in Apple's wheel—iTunes, iDVD, and the iPod. Not content to stop there, I also help clear the water in regard to AOL compression, Entourage identities, and AppleWorks magnification.



Tracking Tunes

I love the iTunes feature that retrieves track names from the Web. But how do I keep the tracks in the CD's playing order as opposed to alphabetical order? As soon as iTunes saves the album of MP3s into a folder on my hard drive, they appear alphabetically, and I have to type in all the track numbers. If I make a playlist, I have to type them in a second time.

Sean Harris, Columbus, Ohio

If the tracks appear to be out of order in iTunes, try clicking on the Album heading. Once the tracks are organized by Album, you may discover that they appear in reverse order—the last track first and the first track last. To put things right, simply click on the tiny triangle in the Album column heading to reverse the track order.

The order in which tracks appear in the Finder has no influence on how they appear in iTunes. I can think of only one situation in which Finder order makes any difference: when you use Apple Disc Copy to burn MP3 files to an MP3-formatted CD.

In such a case, if you drag and drop those MP3 files to the CD image on your desktop, the tracks will indeed appear in alphabetical order. To change this list in the Finder so that it appears as it does on the album, switch to List view and sort the tracks by Date Modified—because the first track was burned earliest, it will appear first in the list, followed by the second track, and so on. Regrettably, the tracks won't remain in this order when you move them to the CD.

To keep the tracks in album order, you must first organize the tracks by Date Modified and then num-

ber each track sequentially. For example, append **01** to the first track, **02** to the second, and so on. Even though you can do this manually, a program such as Frank Reiff's \$15 shareware application A Better Finder Rename (www.publicspace.net/ABetterFinderRename) will automate the process.

I Boot from iPod

I have read repeatedly about the possibility of putting a bootable version of OS 9 or OS X (or even both) on an iPod. How do I do this without damaging the music part of it? And how do I boot from an iPod?

Sebi Meyer, Macworld Forums

As we used to say in the funky-up seventies, "Ain't no thang." (For those of you who aren't hep to this jive, it means "this isn't a big deal.") Just attach the iPod to your FireWire Mac. If iTunes 2 doesn't pop open on its own, launch it. In the iPod Preferences window, select the Enable FireWire Disk Use option.

Now restart your Mac. Once your iPod has mounted, insert an OS installation disc (either Mac OS 9.2 or OS X) and run the installer. When the installer asks where you'd like to install the operating system, navigate to the iPod and click on Continue to step through the rest of the installation. When you want to boot from your iPod, plug it into your Mac. Once it's mounted, select it as the start-up disk in OS 9's Startup Disk control panel or in OS X's Startup Disk system preference. Restart your Mac to boot from the iPod.

Substitute SuperDrive

I have a 733MHz Power Mac G4 with an internal CD-RW drive. I'm interested in burning my own DVDs. My computer includes a copy of iDVD, even though it did not come with the SuperDrive. If I buy a Pioneer DVR-A03 drive (it's the same as the SuperDrive), will it work with iDVD?

Joseph Minio, Rye, New York

According to Apple, no. The company's iDVD 2 FAQ explicitly states that "iDVD 2 is designed to work only with the Apple SuperDrive available on certain configurations of Power Mac G4 computers."

To which I say, "Fiddlesticks."

A host of people I trust implicitly (some of them employed by this very magazine) have replaced the DVD-ROM drive on their AGP Power Mac G4s with a Pioneer DVR-A03 (310/952-2000, www.pioneerelectronics.com) and use it with the original iDVD, iDVD 2, and DVD Studio Pro without difficulty. You can also use Roxio's Toast to burn data to DVD-R discs with this drive.

As we go to print, the DVR-A03 is selling for a little over \$400. Pioneer has released an updated drive, the 104. When this drive starts shipping in quantity (it currently ships in the new iMac), you should see the price of the A03 drop.

This hasn't been a hitch-free operation for everyone, however. In early models of the Pioneer drives, some users had to update the firmware to version 1.65 (this update is available on Pioneer's Web site, but you'll need the assistance of a PC running Windows to install it). If you purchase such a drive now, the firmware version should be compatible with your Mac. And the drive—just like the SuperDrive—is anything but a speed demon. Shove this type of drive into your Mac, and you'll find that it copies data to your hard drive far more slowly than your old media drive did.

Sync Different

A client of mine using OS X needs to synchronize his Entourage e-mail, calendar, and contact data on the iBook he carries on the road and the iMac in his office. Data changes on both machines when he's traveling (he works on the iBook and his assistant uses the iMac), so rewriting one of the files completely (as OS 9's File Synchronization would do) is not an acceptable route. I'm stumped. Any ideas?

Jason Tertadian, Madison, Wisconsin

You mean other than contacting Microsoft and suggesting that future versions of Entourage let you import only *new* data from a copy of Entourage running on the network? Well, yes, I have an idea, but it may seem clunky.

In order for these two Macs to collaborate, you must create two identities on each of them—one for the stay-at-home iMac and one for the footloose iBook. It just so happens that Entourage (as well as Outlook Express) allows you to create just such multiple identities. To create a

new identity in Entourage for OS X, select Switch Identity from the Entourage menu (in pre-OS X versions of both Entourage and Outlook Express, you'll find this command under the File menu).

When you're greeted with the "Are you sure you want to switch identities?" message screen, click on Switch. In the resulting dialog box will be a list of your current identities (if there is only one, it will be called Main Identity). You'll also see the New button. Click on this button to name and create a new identity, and click on OK (see "A Whole New You"). Up pops the Setup Assistant, asking you for the settings necessary to send and retrieve e-mail.

When you come back from your next trip, you can go to the home directory of each Mac and open Documents: Microsoft User Data: Office X Identities. (If you are running Outlook Express or Office 2001 in OS X's Classic mode, look for Identities or Office 2001 Identities, respectively.) Copy the appropriate identity to the same folder on the other Mac. In this case, you'll copy the iMac identity to the iBook and vice versa.

When you perform this copy operation, you'll overwrite the original files. If for some reason you don't want to lose those originals, you should move them to another location before you start copying.

You will now be able to read the other computer's e-mail or look at new contacts and calendar events by switching identities. Unfortunately, moving data back and forth *between* identities is anything but elegant. For e-mail, you can select all new mes-

sages, drag them to a folder on your desktop, switch identities, and then drag them back into the appropriate mail folder (Inbox, for example). Calendar events are even goofier. Drag all new calendar events into a folder on the desktop, switch identities, return to the Finder, select all your events, and then double-click on them. This process will open each event in a separate Entourage window and place it in the current identity's calendar. To move Address Book entries, once again you drag new entries to the desktop, switch identities, open Entourage's Address Book, >>



A Whole New You

Maintaining multiple personalities might be the key to synchronizing manifold Macs with Entourage.



TIP OF THE MONTH

If your printer works in Classic mode but not in OS X, yet you long to print your documents using OS X's beautiful Futura and Didot fonts, here's a way to print them:

In your OS X application, select Print from the File menu, and click on Preview in the resulting dialog box. Doing so opens your document as a PDF file. Select Save As PDF from Preview's File menu.

You can now open and print your document in any classic application that reads PDF files (Photoshop, GraphicConverter, or Acrobat Reader 4.0, for example).

Kate Wheeler, Boston, Massachusetts

UNSOLICITED ADVICE

After putting together the video introduction to a recent *Macworld* CD, the disc's producer contacted me and said that we had to change a couple of blocks of static text that appeared in this QuickTime movie. Could I think of a way to swap out the old text without interrupting the soundtrack? But of course. Here are the very instructions I provided the producer:

Create the new block of text, take a screenshot of it so you can save it as a graphics file, and use QuickTime Player Pro 5.X to import that graphics file into a QuickTime movie. Press ⌘-A to select the movie's entire contents and then ⌘-C to copy those contents. Now open the original movie, select one frame before the offending piece of video, and while pressing the shift key, drag until one frame after the clip (you can use the keyboard's right- and left-arrow keys to move one frame forward and backward, respectively).

Select Add Scaled from the Edit menu to replace the old text with the new. Save the movie, and you're done.

Why not choose the Replace command, which also appears in the Edit menu? That won't work because this command replaces not only the video portion of the movie but also the soundtrack. Add Scaled replaces only the selected video and leaves the soundtrack in place. In fact, if the clip you're adding contains a soundtrack, Add Scaled layers that soundtrack atop the original.

And here's a bonus tip: You can turn off the second soundtrack by selecting the Disable Tracks command from the Edit menu and clicking on the On button next to the second soundtrack. To remove that second soundtrack completely, select Delete Tracks from the Edit menu, select the unwanted track in the Delete Tracks window, and click on the Delete button.

<< and then drag the names into the upper pane of the Address Book window.

Zip-a-Dee-Doo-Dah

I use America Online as my ISP, and whenever I try to send more than one attachment by e-mail, the files get compressed into a Stuffit archive. This causes problems for my PC-using friends. Can I prevent this from happening?

John Eddy, Virginia Beach, Virginia

Regrettably, no. You have to remember that AOL is the Internet with training wheels. With the best intention of keeping you from wobbling and falling over, AOL's software automatically performs certain functions—such as compressing multiple attachments. This can be very helpful for those new to computing and the Web, but savvy users who prefer to dictate their software's actions often find themselves thwarted.

Although AOL lets you choose not to compress a single attachment, once you drop another attachment into the message, you're stuck—you can search from one end of AOL's Preferences window to the other, and you'll find no way to switch off this "feature."

You could, of course, recommend to your PC-packing pals that they download the PC version of StuffIt Expander from www.stuffit.com/expander (and honestly, if they have any interest in remaining your friends, they really should). But if you're the kind of saintly individual who prefers to shoul-

der these burdens yourself, you might consider compressing your files in the PC-friendly Zip format and then attaching that single archive to your outgoing message.

There are a couple of ways to do this. Aladdin, the maker of StuffIt Deluxe (831/761-6200, www.aladdinsys.com), bundles StuffIt Expander, DropStuff, DropZip, and DropTar in a perky little \$50 shareware package called StuffIt Lite, which works with OS 9.2 and earlier and OS X. To create a Zip archive, simply place the items you want to attach into a folder, and drop the folder onto the DropZip icon. If you want to use the more full-featured StuffIt Deluxe, which lets you do this kind of thing via a handy Finder menu or contextual menu in OS 9.2 and earlier and OS X, pay a visit to Aladdin's Web site, where StuffIt Deluxe is available for an additional \$10.

Alternatively, you can try the \$20 ZipIt shareware program (www.maczipit.com), by Tom Brown. Like DropZip and StuffIt Deluxe, ZipIt creates Zip archives that a Windows PC can open. ZipIt also includes an option that lets you create self-extracting Zip files. I had some difficulty creating ZipIt archives that decompressed on a Mac running OS X, but self-extracting archives encoded for the PC expanded properly on my PC running Windows ME.

More on Magnification

Regarding your answer to the "AppleWorks Amplified" question (Mac 911, January 2002), how do you choose document magnification of 150 percent? The only available magnifications at the bottom of the AppleWorks page are 100 and 200 percent.

Eric Spain, Hong Kong, China

Eric, please don't kick yourself when you learn how simple this is. It's a feature that even seasoned AppleWorks users routinely miss. If you click and hold on the button that reads 100, you will be rewarded with a pop-up menu that displays a variety of magnifications. You'll notice an entry labeled Other at the bottom of the list. When you select Other, the View Scale window presents itself. In this window, you can enter any magnification from 3.125 to 3,200 percent. □

Contributing Editor CHRISTOPHER BREEN intends to shamelessly hawk his hilarious and helpful tips-and-troubleshooting-for-the-rest-of-us tome, *Mac 911* (Peachpit Press, 2002), until it cracks Amazon's Top 10,000.

Tools of the Trade

In this era of tightened belts and diminished economic expectations, there are still inexpensive ways to enhance your Mac. This month, I offer thrifty solutions to nagging problems such as incorrectly named files, uninteresting e-mail alerts, hobbled browsers, excessively frisky Macs, and a recalcitrant Trash. You'll also find free ways to get rid of pop-up windows and access Microsoft Word fonts, and you'll get advice about when to upgrade a Mac.



ILLUSTRATION BY FELIX SOCKWELL

Name Change

How can I go through the hundreds of thousands of files on our server and make the file names OS X friendly—adding file extensions and removing forward slashes and other illegal characters, for example?

Brad Bell, London, England

Use a copy of Frank Reiff's \$15 shareware application A Better Finder Rename (www.publicspace.net/ABetterFinderRename). This

simple drag-and-drop utility lets you rename a single file or a mass of files in one fell swoop. For example, if you want to append the *.aif* extension to a bunch of audio files, drag them to the program's icon and select Add At The End Of The Name from the pop-up menu that appears. Then type *.aif* in the resulting Add field. A Better Finder Rename also lets you replace and remove characters, add numbers at the beginning and end of file names, uppercase or lowercase file names, and remove extensions.

Expressive E-mail Sounds

Is there a way to use your own mail-notification sounds in Microsoft Outlook Express 5?

Geof Franks, Christchurch, New Zealand

Enlist the help of Expression (www.soundsetcentral.com), a free RealBasic program from Erik Barzeski, to create a custom set of sounds for Outlook Express 5's Welcome, New Mail, Sent Mail, Mail Error, and No Mail actions. (You can also create custom sound sets for Entourage, which includes a sixth action called Reminder; these work in the OS X version, too.)

Expression is very easy to use. Just click on the Choose button next to the action you want to create a sound for, and select a sound saved in the SFIL format (used for alert sounds in OS 9.2 and earlier). If you'd like to use sounds saved in other formats (WAV or AIFF, for example), simply convert them with Norman Franke's free SoundApp (www.spies.com/~franke/SoundApp).

Once you've saved a sound set, you can install it in OS 9.2 and earlier by opening the Documents folder at the root level of your hard drive and navigating to the Microsoft User Data folder. Add the new sound set to the Entourage Sound Sets folder (if you're using Entourage) or the Sound Sets folder (if you'd like to add sounds to Outlook Express).

The procedure is the same for Entourage running in OS X, with the exception that you'll find the Microsoft User Data folder inside the Documents folder in your users folder (Macintosh HD: Users: *user name*: Documents: Microsoft User Data: Entourage Sound Sets).

Export Restrictions

In the past, I used Netscape Communicator's Export command to make a backup copy of my Address Book, in case something went wrong with my computer. I can't find a way to do this in Netscape 6.2.

Ing Francisco Aguirre, Guatemala City, Guatemala

'Tis too true, I'm afraid, that Netscape 6.2 lacks a command for exporting your Address Book. Thankfully, you can easily work around this inexplicable shortcoming by copying the Address Book file, called *abook.mab*, from your Mac's hard drive to the backup media of your choice. In Mac OS 9.2 and earlier, follow the path Macintosh HD: Documents: Mozilla: Profiles: *user name*: *oddly named folder*: *abook.mab*—where *user name* is the name of your profile (mine would be Christopher Breen, for example), and *oddly named folder* has a name consisting of a seemingly

random bunch of characters followed by the *.slt* extension. In OS X, follow the path *your user folder*: Library: Mozilla: Profiles: *user name*: *oddly named folder*: *abook.mab*.

If you really, really want to export your Address Book, there is a way. Download a copy of Mozilla (www.mozilla.org), Netscape's open-source variant. Mozilla uses the files stored in the Mozilla folder that's created when you install Netscape 6. Mozilla includes an Export command that appears in the File menu when the Address Book is open.

Slower Scroller

I love my new Power Mac G4, but I also love my old word processor, WordPerfect 3.5. With such a fast Mac, my WordPerfect documents scroll far too quickly. Is there any way to slow down scrolling speed?

Fritz Dumville, Providence, Rhode Island

Absolutely. Just download a copy of Marc Moini's \$12 shareware utility Smart Scroll (www.marcmoini.com/SmartScroll.html), which lets you set six levels of scrolling speed. It also lets you configure windows so that one scroll arrow is at each end of the scroll bar, both arrows are on the bottom, or both arrows are at each end. Smart Scroll can also provide a proportional scroll box, which indicates how much of a document is visible on screen (as the Smart Scrolling feature in the Appearance control panel can).

Smart Scroll is not OS X native, but the speed-governor feature works in the Classic environment.

Underprivileged Trash

When we select Empty Trash from the Finder menu in OS X, the Trash remains full and we receive an error about not having enough privileges to empty the Trash. What can we do?

Manuela and Christina Cross,
Modesto, California

Check out BatChmod, Renaud Boisjoly's free privilege-changing utility (<http://homepage.mac.com/arbysoft>). BatChmod lets you fiddle with file and folder privileges—the kind that can keep you from deleting a file—via an easy-to-use graphical environment rather than via OS X's easy-to-use-only-if-you're-a-Unix-wonk Terminal. The utility also lets you change the Read, Write, and Execute privileges for Owner, Group, and Everyone, and it lets you choose a different Owner and Group (for example, you can



change the Owner to root or nobody and the Group to wheel or admin).

Thankfully, you needn't muck with these privileges to empty the Trash. Just select Force Empty Trash from the BatChmod menu, and the program will attempt to set the proper privileges and, if necessary, unlock the locked files in your Trash and any other local Trashes (you may recall that each user in OS X has an individual Trash). Finally, it will empty the Trash (see "Trash Talking").

Stop the Pop-Up

How do I stop pop-up windows from appearing in my browser? My poor little dial-up connection and I have had it with offers from casinos, companies that make spy cams, and Web sites unsuitable for discussion in Macworld.

Jon R. Conti, Santa Monica, California

A pop-up is a window that suddenly appears on a Web page when you enter or exit it. They usually contain advertising, although I've seen some that carry a survey or an important message about the site.

Given that a number of sites overuse these ads to the point where you immediately slam ⌘-W before the windows fully draw (and you swear to never revisit the site), I understand your desire to make them pop off. Your browser offers the means for doing so.

Pop-up windows are triggered by JavaScripts that open a new window without your say-so. To get rid of pop-up windows, you must disable JavaScript's ability to open them.

One way to do that is to simply disable JavaScript completely. Most Web browsers include this option, but activating it also limits your ability to use helpful JavaScripts. For example, World Without Borders (www.wwbchat.com),

Trash Talking With BatChmod, you'll always be privileged enough to empty the Trash.



TIP OF THE MONTH

Many folks have expressed disappointment that OS X is missing OS 9's customizable function keys. This is very inconvenient in programs that make extensive use of the function keys. However, there is a way around it.

Boot your machine in OS 9.X (by selecting it from the Startup Disk preference pane) and open the Keyboard control panel. Click on the Function Keys button and turn on the Enable Hot Function Keys option.

Deselect the Use F1 Through F12 As Hot Function Keys option. Run the Startup Disk control panel, select your OS X volume, and restart.

Pressing the F1 to F6 keys in OS X will no longer trigger the default commands. If you have a PowerBook or iBook with an fn key, you can invoke the brightness, volume, number-lock, and mute functions by holding down the fn key and pressing the corresponding function key.

Dylan Drazen, Brooklyn, New York

UNSOLICITED ADVICE

Since we're focusing on all that's bright and beautiful in the world of inexpensive tools, allow me to list a few of my favorite OS X enhancers.

Web Searching Dan Wood's Watson (\$29; www.karelia.com/watson) is a scrumptious OS X-only Web-searching utility that lets you scour eBay auctions; check exchange rates, stock quotes, and flight times; locate images on the Web; search your local movie and TV listings (as well as view QuickTime previews for some movies); track packages; and hunt down recipes. As Wood and associates develop more plug-ins, it will do even more. Apple should throw buckets of money at Wood and incorporate Watson into a future version of Sherlock. (For more information on Watson, see *Reviews*, April 2002.)

Universal USB Driver OS X-compatible USB-device drivers are still in short supply. If your favorite USB mouse or trackball won't work in OS X, give Alessandro Montalcini's \$20 USB Overdrive X (www.usboverdrive.com) a try. USB Overdrive is also available in a version for OS 9.2 and earlier.

Scanner Driver Speaking of missing drivers, OS X woefully undersupports scanners (particularly the SCSI variety). Hamrick Software (www.hamrick.com) comes to the rescue with VueScan, a \$40 utility that may enable your scanner to work with OS X. VueScan doesn't support all scanners (owners of Umax USB models are out of luck, for example), but if yours is on the list, this may be your only option for getting it to work with OS X.

<< a chat service where I routinely appear as a guest, won't function if you turn off JavaScript.

Thankfully, some browsers allow you to limit what JavaScript can do. For example, both Mozilla and The Omni Group's OmniWeb (www.omnigroup.com) include an option that, when disabled, prevents JavaScript from opening windows you haven't specifically requested. You'll find this option in Mozilla's Scripts & Windows preference and in OmniWeb's JavaScript preference. The iCab browser (www.icab.de) lets you filter JavaScripts (including the ones that produce these pop-up windows) via the InScript preference.

And what about the big guns, Netscape Navigator (www.netscape.com) and Microsoft Internet Explorer (www.mactopia.com)? Regrettably, the world's two most popular browsers are also among the most inflexible in regard to limiting JavaScripts: both let you choose only to turn off JavaScript altogether. To do so in Netscape, select the Advanced preference and deselect the Enable JavaScript For Navigator option. In Internet Explorer, deselect the Enable Scripting option in the Web Content portion of the Preferences window. Opera (www.opera.com) also limits you to turning off all JavaScripts. You do this within the Multimedia section of Opera's Preferences window.

Oh, and America Online is the least obliging of all. The only way to bar JavaScripts in AOL is to completely disable Java. Select Preferences from the My AOL menu, click on the WWW preference and then on the Advanced Settings button in that window, and deselect the Enable Java option.

Functional Font Field

I occasionally need to change fonts in a Word 2001 document. Because I have a lot of fonts, it's a real bother to scroll slowly through the font list in the Formatting palette or Font menu to find the font I need. Please tell me there's an easier way.

Ian Pimm, Portland, Oregon

There's an easier way. Click in the Name field in the Font section of Word's Formatting palette (View: Formatting Palette) and type the first few letters of the font you want to use—**pal**, for example, if you want to choose Palatino. Press the return key, and the font should be ready to do your bidding.

While we're on the topic of typing into fields in Word's Formatting palette, here's another trick: Select some text and alter the formatting in some way—create an indent, choose a new font, change the text's color, and make everything bold, for example. Now click in the Style field within the Font portion of the Formatting palette, and type a name. You've just created a new style that you can recall by selecting its name from the Style drop-down menu.

Upgrade Options

I have one of the original PCI Graphics Power Mac G4s, with a 400MHz processor and a 10GB hard disk. Is it possible to upgrade to a faster processor and a larger hard drive? Or should I discard it and buy a newer model?

C. B. Kennell, Oakland, California

From one C. B. to another, here's the straight dope: Although Apple is flinging G4 processors with megahertz ratings double that of your Power Mac's into the consumer-oriented iMac line, you won't find these high-octane specs in upgrade processors such as those from PowerLogix (512/795-2978, www.powerlogix.com), Sonnet Technologies (949/587-3500, www.sonnettech.com), and XLR8 (770/564-5682, www.xlr8.com). As we go to press, G4 ZIF upgrades (the kind you'd use in a Power Mac) top out at 500MHz.

Frankly, the modest performance gain you'd realize isn't worth the \$400 you'd have to pay for one of these upgrades. I'd wait for faster upgrades or until the lure of that cool new iMac becomes too much to resist.

Upgrading the hard drive, on the other hand, is a wonderful idea—and easy to do. You can either keep the hard drive you have and add another IDE drive—configuring it as a slave and plugging it into the free IDE cable—or replace your original hard drive with a much more expansive IDE one. You'll find instructions for upgrading the hard drive in your Mac's manual. □

Contributing Editor CHRISTOPHER BREEN is the author of the handy troubleshooting guide *Mac 911* (Peachpit Press, 2002).



Share tips and discuss Mac problems with other Mac users in the Mac 911 forum (www.macworld.com/subject/mac911). Also send tips by e-mail to mac911@macworld.com. We pay \$50 for tips selected for publication in *Macworld*. All published submissions become the sole property of *Macworld*. Shareware and free-ware mentioned in *Mac 911* are available at www.versiontracker.com.

The Winds of Change

If Chuck Darwin and the star-crossed dodo have taught us anything, it's that we must accept change or face an uncertain future. This idea pervades this *Mac 911*, in which I examine the evolving Mac OS by considering questions about Classic privileges, DVD playback under OS X 10.1.3, and OS X display options. Turning to hardware, I address the mysteries of the iMac's missing reset switch, digital-audio output on Power Mac G4s, and creating iPod contacts. I'll also investigate vexing "Intermittent Problems" and tardy Macs.

The Privileged Class

When I try to start OS X's Classic environment (either from System Preferences or by launching an OS 9 application), I get the following message: "You do not have sufficient permissions to run Classic from /System/Library/CoreServices. Please correct permissions and restart Classic."

I'm the sole user of my G4/466 running OS X 10.1.2 and OS 9.2.2. I'm logged in as the administrator. How do I correct these permissions?

Adam Weiss, *Macworld Forums*

On occasion, OS X's Unix underpinnings are more apparent than many Mac users would like. Take permissions (please!), for example. In Unix, files and folders belong to a specific user and group. By granting permissions to others, the owner of a file or

folder determines who can view and alter it. In OS X, permissions are called *privileges*. (See "Many Users, One Mac," *Secrets*, May 2002, for a lot more on permissions.)

It seems that the privileges for the Classic Startup application on your Mac are munged up. If you follow the path in the error message—System: Library: CoreServices (meaning the CoreServices folder inside the Library folder inside the System folder at the root level of your OS X volume)—you'll spy an application called Classic Startup. Click once on its icon and press ⌘-I to produce the Classic Startup Info window. Select Privileges from the pop-up menu. When your OS is set up

correctly, you should see the owner listed as system and the group listed as wheel.

Given that your privileges likely aren't set this way, you can put them right with one of two utilities I favor—Renaud Boisjoly's free BatChmod (www.versiontracker.com) and Gideon Softworks' \$10 FileXaminer (www.gideonsoftworks.com). FileXaminer is the more complete utility; it lets you easily change file privileges to match common situations—for example, when you want to create a read-only drop box—but either of these tools lets you perform the simple task of changing a file's or folder's privileges (see "Information Station").

Just open one of these programs and go to the Classic Startup application. In the resulting window, change privileges so that the owner is root (what OS X calls *system* in the Show Info window) and the group is wheel; then click on Apply. To make these changes stick, you must enter your administrator name and password when prompted.

Movie Viewing

After upgrading from OS X 10.1.2 to OS X 10.1.3, I was shocked that I couldn't display DVD movies on a TV in mirroring mode. Apple says that OS X 10.1.3 doesn't support the S-Video-out port on my new PowerBook. Is this true?

Mike Kohler, *Whitehorse, Yukon, Canada*

No. Although it's true that OS X 10.1.3 won't let you display a movie on *both* your Mac's screen and your TV, you can display it on your TV via the PowerBook's S-Video-out port. Here's how:

After connecting the TV to your PowerBook via the S-Video cable, open the Display system preference and go to the Arrange tab. Make sure that Video Mirroring is selected. Then select the Display tab and click on the Detect Displays button. Locate the Television window (it may be tucked behind the



ILLUSTRATION BY LEO ESPINOSA

Color LCD window) and select 640 by 480 60Hz from the list of available resolutions. You should now be able to launch DVD Player and watch the movie on your TV. If the movie doesn't stretch to the edges of the TV screen, return to the Display system preference and select 640 by 480 from the list of available resolutions.

Talking 'bout a Resolution

How can I change screen resolutions in OS X as easily as I can from OS 9's Control Strip?

David Eldridge, Spokane, Washington

You'll find that it's nearly as easy—just open the Displays system preference and activate the Show Displays In Menu Bar option. With this option on, a Display-menu icon materializes in the Mac's menu bar; beneath that appears a list of the resolutions recommended for your display. If you want to use a resolution *not* recommended for your display (640 by 480 on an Apple Studio Display, for example), you must deselect the Show Modes Recommended By Display option and select one of these unworthy resolutions from within the Display system preference—they won't appear in the Display menu.

I say that it's *nearly* as easy in OS X because in OS 9.2 and earlier you can view *all* the resolutions that will work with your Mac (not just those recommended by Apple) by control-clicking on the Control Strip's Resolutions module.

Switching Switches

My flat-panel iMac doesn't have a reset switch. How do I reboot my computer if I get stuck?

Daniel Strickland, Omaha, Nebraska

The new iMac doesn't have an obvious reset switch; however, you can reset it. Apple suggests that you press and hold the power button for five seconds when your iMac is unresponsive. In most cases, this will restart your iMac—and, of course, cause you to lose unsaved changes in open documents. If holding down the power button doesn't work, unplug the computer.

Apple is a bit shy about discussing another way to reset your iMac—a method that only experienced users should employ, only if their iMacs seem to have given up the ghost. Beneath the bottom cover plate, just below and to the right of the AirPort connector's right edge, is the PMU (Power Management Unit) switch. Pressing this switch can cause a seemingly dead iMac to rise again. Apple is reluctant to discuss this process for good reason. If you aren't careful, you can quickly drain

your iMac's internal battery—a part that is not user serviceable (so you'll have to take your machine to the shop and pay for the privilege of having the battery replaced).

Now that you've been warned, here's how to proceed: Disconnect the iMac's power cord. Place your iMac face down on a soft surface, remove the bottom plate, and press the PMU switch *once*. Pressing it more than once may crash the PMU chip, which can shorten the life of the internal battery to about two days. Wait at least ten seconds before plugging in the power cord and firing up the iMac. (This procedure resets the iMac's PRAM settings, so once you've restarted your computer, be sure to reset the date and time.)

Irregular Difficulties

The modem in my blue-and-white Power Mac G3 can't find a dial tone if I haven't turned on the Mac for a few days. Once the Mac has been running for a day or so, the modem works again. Any ideas as to what the problem might be and how to fix it?

George Allen, Ann Arbor, Michigan

George, you've been bitten by every troubleshooter's bugaboo—the Intermittent Problem. Although such problems can be vexing, yours provides a clue that makes it easy to diagnose and solve. That clue? *Heat*.

You may recall from your elementary-school science classes that heat causes objects to expand. The fact that a chunk of your Mac's hardware doesn't work when you fire up your computer, but does function when the Mac has had a chance to cook for a while, indicates that this expansion effect may have improved a poor contact.

I suggest that you switch off the Mac, flip down its side door, disconnect the phone cord, and unseat and reseat the modem card. Doing this should establish a stronger, more reliable bond between your modem and Mac.

For the rest of you confronting an Intermittent Problem that involves any kind of cabling—this can be a keyboard, monitor, or just about any external peripheral—first make sure the cable is firmly seated. Unplug it and plug it back in. (Do this only with hot-plug-gable cables—phone cords and USB, monitor, and FireWire cables, for example. Don't hot-plug SCSI and ADB cables—

>>



Information Station

Gideon Softworks' FileXaminer lets you avoid twiddling in Terminal when you want to change file and folder privileges in OS X.



TIP OF THE MONTH

OS X-native applications sometimes put their windows beneath the Dock, making them partially inaccessible. I've found that if you toggle the Dock's autohide feature on and off by pressing ⌘-option-D, the offending window will become Dock-aware—it resizes itself so that it is no longer hidden.

Ben Everson, Boulder, Colorado

UNSOLICITED ADVICE

Apple was kind enough to include a configurable equalizer (EQ) as part of the iPod Software 1.1 update, but how the EQ settings in iTunes interact with the iPod is a little confusing. iTunes 2 users undoubtedly know that you can assign an EQ setting to an individual song by clicking on the song, pressing ⌘-I, clicking on the Options tab, and choosing an EQ setting from the Equalizer Preset menu. When you move songs to your iPod, these EQ settings move right along with them, but you can't utilize them unless you configure the iPod correctly.

If, for example, you have the iPod's EQ switched off, songs that have an assigned EQ preset won't play with that setting. Instead, your songs will play without the benefit of EQ. If you set the iPod's EQ to

Flat, the EQ you preset in iTunes 2 will play on the iPod. If you select one of the other EQ settings on the iPod (Latin or Electronic, for example), songs without EQ presets assigned in iTunes 2 will use the iPod EQ setting. Songs with EQ settings assigned in iTunes 2 will use the iTunes 2 setting.

To hear how a particular song sounds on your iPod with a different EQ setting, start playing the song on the iPod and then press the Menu button until you return to the main screen. Select Settings, then EQ, and then one of the EQ settings. The song will immediately take on the EQ setting you've chosen, but it won't stick on subsequent playback. If you want to change the song's EQ more permanently, you must do so in iTunes.

<< switch off the Mac and peripheral, and swap cables.)
If that doesn't do the trick, try a different cable.

The Mac That Time Forgot

Whenever I set the time on my Mac, within a week or two the clock is off by as much as ten minutes. I never shut the computer off and have it in sleep mode during the night. Why does this happen?

Jason Sheen, *Lehi, Utah*

Because Macs are not made by the Swiss. A common misconception is that because a Mac is capable of performing so many miracles, it's also a high-precision timepiece. It is not.

But it can be—if you have an Internet connection. In OS 9.2 and earlier, open the Date & Time control panel, select the Use A Network Time Server option in the resulting window, click on the Server Options button, and then click on the Set Time Now button in that window. Your Mac will go to the Web and synchronize the system clock with the correct time. The same Server Options window offers two options for automatically synchronizing the Mac's clock.

In OS X, the Network Time Server option is under the Date & Time system preference's Network tab. Here you'll find the same Set Time Now button and the option to use a network time server automatically.

Speaking of Speakers

I'd like to connect my Power Mac G4 to my stereo so I can play MP3s through the stereo and through my Mac's speak-

ers. Apple's digital speakers won't work when I plug my stereo into the Mac's headphone jack. What gives?

Andy Milder, *Santa Monica, California*

The Mac is trying to be considerate of those around you. (If you're engaged in a late-night Myth session, those nearby are not likely to be pleased with your trumpeting speakers.) Regrettably, there's no way around this enforced quietude. Once jack meets headphone port, digital-audio output is silenced.

But Griffin Technology has a solution: the \$99 PowerWave (www.griffintechology.com). This USB audio adapter, which should be released by the time you read this, supports many audio-input and -output options. Two of these options are output to digital speakers and line-level output to other audio devices via 1/8-inch Walkman-style miniplug or RCA jacks. Both outputs are "live," so you can send an audio signal to your speakers and stereo.

I Need Contact

I'm thrilled that the latest iPod software allows me to store contacts on my iPod—but I'm not sure how to go about it.

Krista Spence, *Los Angeles, California*

To make this work, you must mount your iPod as a FireWire drive: connect your iPod to the Mac via the FireWire cable, launch iTunes 2, select your iPod in the Source list, and click on the iPod Preference button in the lower right corner of the iTunes window. In the resulting iPod Preferences window, select the Enable FireWire Disk Use option.

Once your iPod is mounted, there are a couple of ways to put contacts into it. To move them manually, open any application that supports the vCard contact format—such as OS X's Address Book, Microsoft Entourage, and Palm Desktop (version 4.X only). Select the addresses you want to place on your iPod, and drag them to the Contacts folder inside your iPod. Unmount your iPod by dragging it to the Trash, and disconnect the FireWire cable. You'll find your contacts under your iPod's Contacts heading.

If you're running OS X and want to pull contacts from either Address Book or Entourage, Apple has created AppleScripts that make the job easier. The Address Book To iPod and Entourage To iPod scripts automatically move your Address Book and Entourage contacts into your iPod's Contacts folder. They also offer you the option of viewing your contacts' first names first or their last names first. You can find these scripts at www.apple.com/applescript/ipod. □

Contributing Editor CHRISTOPHER BREEN is the author of *Mac 911* (Peachpit Press, 2002), a Macintosh tips and troubleshooting guide designed specifically for human consumption.



Share tips and discuss Mac problems with other Mac users in the Mac 911 forum (www.macworld.com/subject/mac911). Also send tips by e-mail to mac911@macworld.com. We pay \$50 for tips selected for publication in *Macworld*. All published submissions become the sole property of *Macworld*. Shareware and freeware mentioned in *Mac 911* are available at www.versiontracker.com.

Seeing Is Believing

In this month's *Mac 911*, the "eyes" have it. The column begins with all things visual—from driving multiple monitors, to capturing pictures from a DVD, to adding material to a DVD, to making an LCD display shine. Then we explore a few less-visual topics, including speed-testing Web browsers, revealing what's on your Mac's mind, and examining Sherlock indexing in Mac OS X.

Double Your Pleasure

My Power Mac G4 display card can drive either a flat-screen or a CRT monitor. Is there OS X-compatible software that will let me drive both monitors simultaneously, or does that require a special video card?

John Garrison, *Orinda, California*

The ability to drive two displays is determined by hardware rather than software. To run both displays, you must pony up for either a separate display card or a replacement graphics card that

supports simultaneous display on two monitors.

Most new graphics cards support two monitors. ATI Technology's entry-level offering, the \$129 Radeon 7000 Mac Edition (905/882-2600, www.atitech.com), sports DVI and VGA connectors, as well as an S-Video connector for sending video output to a TV, but it doesn't support Apple's proprietary Apple Desktop Connector. It can display video on two monitors at the

same time, either mirrored or in extended video mode (which divides the viewing area between the two monitors).

The Radeon 7000 is a capable card, but if you're a hard-core gamer or a graphics professional who needs more oomph from a graphics card, you may want to opt instead for ATI's \$299 Radeon 8500 Mac Edition. This AGP-based card (compatible with both 2× and 4× AGP slots) also carries DVI, VGA, and S-Video ports.

If you're a bargain hunter, check eBay for the original ATI Radeon Mac Edition card. Although ATI

continues to sell this card for \$179, you should be able to get a used one for a lot less.

Color Bind

My new Titanium PowerBook G4 has a tiny red spot in its display that won't change colors, no matter which program I'm running. What can I do?

Molly Cruz, *San Diego, California*

Take up massage. Wait—before you dash out for a gallon of almond oil and a case of frangipani-scented candles, allow me to explain.

Your PowerBook is suffering from a stuck pixel—meaning that the light-emitting element responsible for changing that pixel's color is jammed or broken. LCDs commonly have a few stuck and dead pixels. To create nothing but pixel-perfect displays would be too costly for manufacturers, and a few of these faulty elements are therefore considered acceptable.

That doesn't prevent them from being annoying, though—particularly on a PowerBook that set you back the equivalent of half a San Francisco mortgage payment. You might be able to coax this pixel back to life by *gently* pressing and massaging the screen directly over the pixel (you may have to add a little pressure from the back as well). This technique isn't guaranteed to revive the pixel, but it's worth a shot.

Frame Game

How can I capture screen shots of a DVD video that's playing on my Mac?

Sam Inglis, *Springfield, Massachusetts*

If you have a Mac that's running OS X 10.1 or later and that has an Nvidia graphics chip set, you can capture screen shots from a DVD with Ambrosia Software's Snapz Pro X version 1.0.1 or later (www.ambrosiasw.com). Just start playing the DVD on your Mac, pause playback at the point where you want to capture an image, invoke Snapz Pro X, and use the Selection tool to capture the screen.



With the \$49 version of Snapz Pro X, you can create QuickTime movies of the material playing from a DVD. Note that Snapz Pro can't capture the DVD's sound, and the resulting QuickTime movie will stutter badly unless you reduce DVD Player's screen size by at least half before capture.

A host of other tools can extract files directly from DVDs instead of capturing their output (these applications require only a graphics card that supports DVD playback). The film industry would like you (and members of the U.S. Senate) to believe that employing tools such as Yet Another DVD Extractor, or YADE (www.opuscc.com/download/FTP/yade.sit), and Fair Use (<http://homepage.mac.com/fairuse>)—free tools that you can use to extract DVD data and, potentially, to copy a DVD—violates the law. Until more laws are passed, that view remains opinion, not fact. If you extract material from a DVD and distribute it—for profit or not—you've certainly violated the law and can be prosecuted. However, if you capture a frame of a DVD for your own use—to create a Spinal Tap desktop picture, say—the feds are unlikely to toss you into the hoosegow.

For more information, take a look at this discussion on Ric Ford's MacInTouch site: www.macintouch.com/dvdcapture.html#apr15.

Making Movies

How do I create a DVD of files I've downloaded from the Web?

Joe Moilaneu, Tukwila, Washington

Please bear in mind that downloading and using copyrighted material without the owner's permission is of questionable legality. Therefore, let us confine our discussion to legal material—the movie your son took of your granddaughter and posted on the Web, for example.

You may be stopped before you start if the downloaded file is incompatible with QuickTime. In the March 2002 *Mac 911*, I discussed the difficulty of playing certain types of video files on the Mac because the codecs necessary to play these files aren't available in Mac-compatible form. To determine whether a movie will play on your Mac, attempt to open the file in QuickTime Player. If it opens and plays, you're well on your way. (Note that MPEG-1, QuickTime VR, and QuickTime movies that feature sprites won't play from a DVD.) If the file isn't QuickTime compatible, either follow the advice in the afore-

mentioned column and try to convert it, or contact the person who created the movie and ask him or her to create a Mac-friendly version. When you have that Mac-friendly file, just import it into iDVD or DVD Studio Pro and burn like there's no tomorrow.

Browser Battle

I hear a lot of arguments about the benefits of one Web browser over another. I care only that my browser runs as quickly as possible. Can you give me a rundown on how the various Mac Web browsers perform?

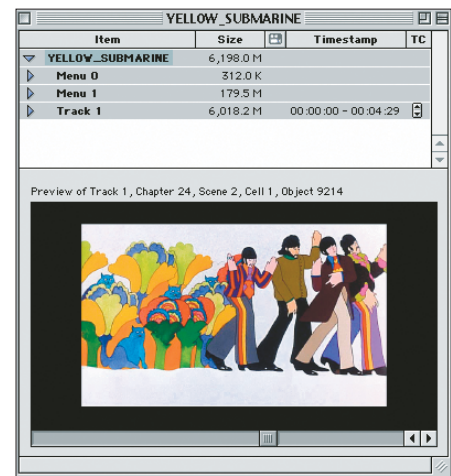
Jackson Lowe, Houston, Texas

With pleasure. I asked the Big Brains in Macworld Lab to devise a test suite that would measure each browser's performance in both OS 9 and OS X. To keep Internet congestion from influencing the test's results, the Lab folk created a Web site on a 500MHz Power Mac G4 running Mac OS X Server and used a crossover cable to connect that server to an 800MHz Power Mac G4 running first OS 9.2.2 and then OS X 10.1.3. The test site consisted of four pages of images, text blocks, and QuickTime movies. The testers measured how long each browser took to fully load the site.

In the OS 9 tests, Netscape 6.2.2 (650/254-1900, www.netscape.com) took the prize by loading the site in 48 seconds. Mozilla 1.0.0 Release Candidate (www.mozilla.org) came in next, at 53 seconds. Internet Explorer 5.1.4 (800/426-9400, www.microsoft.com) and iCab Preview 2.7.1 (www.icab.de) lagged way behind—the first took 2 minutes and 22 seconds; the second, 2 minutes and 25 seconds.

In OS X, Internet Explorer 5.1 bested the rest, at 33 seconds. Netscape 6.2.2 followed close behind, at 35 seconds. Mozilla 0.9.9 took the bronze, at 40 seconds. OmniWeb 4.1 beta 1 (800/315-6664, www.omnigroup.com) was just behind, at 41 seconds; Chimera Navigator .02 (<http://chimera.mozdev.org>) finished in 45 seconds; and iCab Preview 2.7.1 clocked in at 49 seconds. Opera 5.0 (www.opera.com) took an astonishing 13 minutes and 21 seconds.

The browsers bogged down in different places. In OS 9, for example, Internet Explorer had a tough time with the last page, >>



Copy Frames With a DVD-extraction application such as YADE, you can copy frames from DVDs.



TIP OF THE MONTH

Are you seeking an easy way to log on to your iDisk in OS 9? Use AppleShare. After establishing a connection to the Internet, open the Chooser, click on the AppleShare icon, and click on the Server IP Address button. In the resulting dialog box, enter **idisk.mac.com** and click on Connect. The next dialog box will prompt you for your iTools user name and password. Enter this information, and click on Connect. A dialog box will appear, containing the name of your iDisk. Click on OK, and the iDisk will show up on your Mac's desktop.

Nathaniel Black, Lancaster, California

UNSOLICITED ADVICE

Some Mac users who have moved to OS X miss OS 9's Encrypt, an often under-utilized command, found in the File menu, that allows you to easily password-protect a file. OS X's Disk Copy lets you create encrypted archives, but using it is a frustrating experience. You must create a new blank image, size the image so it will hold whatever it is you want to encrypt, mount the blank image, copy the stuff you want to encrypt to the mounted image, unmount the image, convert the image so you can choose the Encrypt option, enter and confirm the password, and finally save the dratted thing. *Yeesh!*

Thankfully, there's an easier way if you're running OS X 10.1 or later. That way is Michael Tsai's \$5 DropDMG (www.c-command.com/dropdmg). Just launch DropDMG, select Preferences from the

DropDMG menu, and select Encrypt Images in the resulting window. To create an encrypted image, just place the items you want into a folder, drag that folder onto the DropDMG icon, and enter and confirm a password when you are asked to do so.

Some of you may already have an easy-to-use alternative on your hard drive—Aladdin Systems' DropStuff (831/761-6200, www.aladdinsys.com). Part of the \$80 StuffIt Deluxe 6.5 (or sold separately for \$30), DropStuff works with both OS 9 and OS X and can compress and encrypt a file or folder dropped on its icon. To turn on the encryption option, launch DropStuff, select Preferences from the DropStuff menu (or from the File menu if you're running OS 9), choose the Stuffing option in the resulting window, and select the Encrypt Archive With Password option.

<< which was heavy on text and GIFs. iCab had an equally difficult time with animated GIFs in OS 9. And the first page, which contained four QuickTime movies, nearly killed Opera running in OS X.

Bear in mind that we designed these "torture tests" to expose obvious weaknesses and provide a general idea of how the browsers performed when pushed. Your mileage may—and probably will—vary.

Regardless of which browser you choose, you can do a few things to speed up its performance. For example, you can switch off images, disable the JavaScripts that produce pop-up windows, and either completely allow or deny cookies so you're not constantly bombarded with requests to accept or reject these little info nuggets.

Hot Topic

My 600MHz iMac running OS X bogs down after I've worked with it for a while. I launch ProcessViewer to see what's causing the slowdown and notice that something called LaunchCFMApp is using a high percentage of the CPU. I've even seen multiple instances of this thing. What is LaunchCFMApp and how can I keep it from slowing down my iMac?

Robert Cattel, Cincinnati, Ohio

The LaunchCFMApp name is deceptive. It refers not to a *specific* application but to any Code Fragment Manager Carbon application that runs natively in both OS 9 and OS X. AppleWorks and Adobe

Acrobat 5 are examples of this kind of application. That's why ProcessViewer may reveal several instances of LaunchCFMApp.

You can determine which of these LaunchCFM-App applications is putting the hurt on your iMac's performance by randomly quitting running applications and seeing if performance improves. But you'll likely encounter more success if you launch the Terminal application and type **top** instead.

The top command lists all running processes and, among other things, tells you what percentage of the CPU each uses. Unlike ProcessViewer, this command displays the actual names of your applications rather than the obscure LaunchCFMApp. Top itself will take up most of your processor's attention, but if you scan the list under the %CPU heading, you should get a good idea of which applications most tax your iMac.

Inscrutable Index

How can I force Sherlock to index my OS X volume?

Scott Girardot, Wolverine Lake, Michigan

You can't, for good reason. Sherlock's inability to index an entire OS X volume—and the fact that your Users folder appears within Sherlock's list of searchable items—is Apple's fairly broad hint that OS X views the world differently from OS 9. OS X is a multiuser environment where each user owns his or her own files. A pretty shoddy multiuser environment this would be if Uncle Karl could grab Auntie Di's Users folder, index the items in that folder, and then search for the phrase "Karl is a fat-head" in her personal correspondence. And do you really need Sherlock to index the tens of thousands of files—full of so much gobbledygook—that the OS X installer shoves onto your hard drive?

Instead, Sherlock asks that you drag folders you want indexed into its main window. (Unlike OS 9, OS X doesn't let you index an item by clicking on it in the Finder and then selecting the Index Selection command from the contextual menu.) If you don't have privileges to index a particular item—and yes, Karl, this means you—Sherlock will tell you so and refuse to index that item.

If all this folder dragging sounds like a drag, I suggest that you download a copy of Christian Grunenberg's free EasyFind 2.5 (www.devon-tech-nologies.com/freeware.html). EasyFind allows you to select an entire volume and rummage through the contents of any file that you have permission to see on that volume. □

Contributing Editor CHRISTOPHER BREEN is the author of *Mac 911* (Peachpit Press, 2002), a tips and troubleshooting guide.



Share tips and discuss Mac problems with other Mac users in the Mac 911 forum (www.macworld.com/subject/mac911). Also send tips by e-mail to mac911@macworld.com. We pay \$50 for tips selected for publication in *Macworld*. All published submissions become the sole property of *Macworld*. Shareware and freeware mentioned in *Mac 911* are available at www.versiontracker.com.

Prints Charming

We all realize that the idea of a paperless office is so much utopian claptrap. What—at your next all-company meeting you’re going to pass around a PowerBook displaying that quarter’s financial results? Hardly. With reality in mind, this month’s *Mac 911* looks at the devices that make your paperwork possible—printers. In addition to printer issues, I examine ways to fatten up an inadequate Microsoft spelling-checker dictionary, open a SuperDrive drawer, optimize hard drives on the cheap, and move analog video to DVD.

Setting Settings

I recently purchased an Epson Stylus C80 printer for my Mac running Mac OS X. Because I want the best possible prints the printer can produce, I move the Quality/Speed slider in the Print dialog box to Quality. Yet when I next select Print, the slider has moved back to Speed. Is there some way I can configure this dialog box to select quality over speed?

John Stern, *Macworld.com forums*

Absolutely. I know of a procedure that works for the Stylus C80 and many other Epson printers supported by OS X.

Simply open any application that supports printing and select the Print command. In the resulting dialog box, click on the Copies &

Pages pop-up menu and select Print Settings. Muck around with the settings you want to change—in addition to Quality/Speed, you can change media type (the material on which the printer will print) and black ink versus color. Now select Save Custom Setting from the same pop-up menu. At this point you can print or cancel; either way, you’ve saved your settings.

When you next elect to print a file, select Custom from the Presets pop-up menu that appears in the Print dialog box. Custom contains the settings you previously made. Epson’s OS X printer software allows you to save only one custom preset.

You can also create custom printer settings in the Classic environment and in OS 9. To do so, first

select the Epson printer in the Chooser. Next, open any application, in the Classic environment or OS 9, that supports printing. Select Print. In the resulting Print dialog box, choose a new media type, move the Quality/Speed slider, or change from color to black ink; then select the Custom option.

When you open a Custom Settings pop-up menu, an Advanced button appears. Click on it to open a dialog box in which you can make further adjustments—color-management settings and changes to brightness and contrast, for example. When you’re satisfied with your settings, click on the Save Settings button. Yet another dialog box appears, asking you to name your setting. Provide that name and click on Save. Click on OK in the second dialog box to return to the original Print dialog box; then click on either the Print or Cancel button. Epson’s OS 9 printer software allows you to save multiple custom presets.

The next time you want to use this custom setting, select the Print command, click on the Custom option, and select your setting from the Custom Settings pop-up menu.

Oblique Strategies

I’m trying to print a particular font in a bold and italic style. It displays fine on screen and prints in bold italic on an ink-jet printer, but it won’t print correctly on my high-end laser printer. Why is this?

Chuck White, *Macworld.com forums*

In all likelihood, it’s because there is no italic version of the font you’re trying to use. The text looks like italic on screen and in your ink-jet printer’s output because both your Mac and the ink-jet printer attempt to simulate italic by slanting the font to the right (they’re actually simulating an *oblique* typeface—a roman typeface that’s slanted).

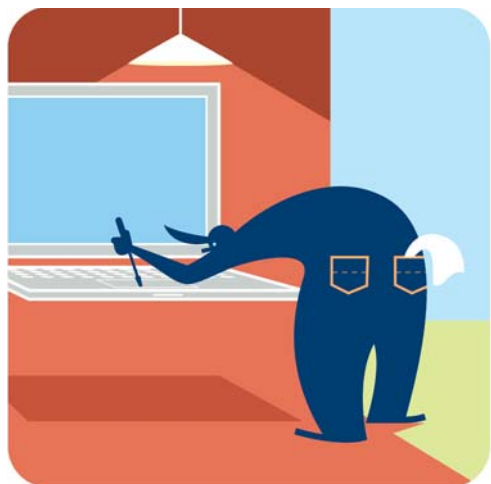


ILLUSTRATION BY LEO ESPINOSA

High-end PostScript laser printers may not play this oblique game, often substituting the Courier font instead of producing the elegant italic you desire. If you need to “italicize” just a few words, you could skew them in an application such as Adobe Illustrator, but font fanatics consider such practices an abomination. To maintain the purity of your printing, consider using a similar font family that includes an italic typeface.

Desktop Printers in Mac OS X

When using Mac OS 9, I often print documents by dragging and dropping them onto my printer's Desktop Printer icon. Mac OS X doesn't appear to support Desktop Printers. Is there some way I can bring this functionality to my Mac running Apple's new operating system?

Dan Gilbert, Carson City, Nevada

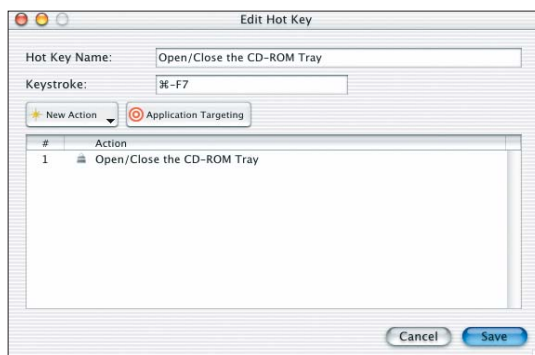
Although OS X doesn't support Desktop Printers either natively or in the Classic environment, you can duplicate this functionality with Nick Zitzmann's \$5 DropPrint (click on the Mac OS X tab at www.versiontracker.com; then search for DropPrint). This OS X application allows you to print documents by dropping them onto the DropPrint icon. Much like a Desktop Printer, DropPrint opens the document in its host application—in Microsoft Word if you've dragged and dropped a Word document, for example—and then displays the application's Print dialog box. In applications such as AppleWorks that allow direct printing, DropPrint will open and print the document without displaying the dialog box.

AppleTalk Won't

When attempting to add a network printer with OS X's Print Center, I get a message saying that no AppleTalk printers can be found because AppleTalk isn't enabled. On my PowerBook G4, I've enabled AppleTalk for both my Ethernet and AirPort connections in the Network system preference, so I know this isn't true. Why won't Print Center allow me to add an AppleTalk printer?

Jeff Bates, Grants Pass, Oregon

Sometimes, duplicating your efforts—like doubling your dose of painkillers or driving 130 mph in a 65-mph zone—isn't such a hot idea. Print Center reports this AppleTalk error because you have AppleTalk switched on for



both your Ethernet and AirPort connections. Print Center can use an AppleTalk printer only when a single network port has AppleTalk enabled.

You could open the Network system preference, select AirPort from the Show pop-up menu, click on the AppleTalk tab, and deselect the Make AppleTalk Active option. But if you sometimes need to enable AppleTalk over AirPort—when you take your PowerBook on the road, say—select New Location from the Network system preference's Location menu, give it an intuitive name such as AirPort And AppleTalk, click on OK, and configure this system preference so that AppleTalk is enabled for AirPort and disabled for Ethernet. When you need AirPort and AppleTalk to see eye-to-eye, choose AirPort And AppleTalk from the same Location pop-up menu.



TIP OF THE MONTH

Thanks to the SMB networking protocol, Mac OS X makes it a lot easier to connect to Windows machines. However, it can be a little tedious; once you use Apple's recommended **smb://workgroup;servername/share** nam-

ing scheme to log on to the PC, you have to enter a user name and password in the SMB/CIFS Filesystem Authentication window.

To avoid having to enter your user name and password, use this address format in the Address field of the Connect To Server window: **smb://workgroup;username:password@servername/share**, where **workgroup** is the name of the workgroup the server belongs to, **username** is your Windows user name for access to the machine, **password** is the password for that user name, **servername** is the name of the computer to which you are connecting in the workgroup, and **share** is the shared folder or device. Here's an example: **smb://workgroup;michael:password@myipc/c**.

This shortcut allows others using your Mac to log on to the PC just as easily. If this potential security issue concerns you, use Apple's addressing convention.

Michael Hall, Simi Valley, California

Developing Dictionaries

As much as I like Microsoft Office 2001 Entourage's spelling-checker feature, I wish I could add several words at one time. Is there any way to do this? And how can I make Entourage stop autocorrecting the word iMac when it's the first word in a sentence?

Merrilee Vaughn, Miami, Florida

It's quite possible to add a slew of words all at once, with the help of a simple text editor in either OS 9 or OS X. But to make this trick work, you must switch off the Suggest From Main Dictionary Only option (under the Spelling tab of Entourage's Preferences window).

To expand Entourage's vocabulary in OS 9 and earlier, locate the Custom Dictionary file (in System Folder: Preferences: Microsoft, at the root level of your hard drive). Open this file with a text editor such as BBEdit Lite 6.1 (www.barebones.com/products/bbedit_lite/lite-download.html), and enter words to your heart's con- >>

Keyboard Capers

Among its other key-commandeering capabilities, Keyboard Maestro 1.1 allows you to open a SuperDrive's drawer from a third-party keyboard.

UNSOLICITED ADVICE

Like anyone with a lick of sense who owns both Macs and PCs, I do my best to keep the platforms' files separate. However, this behavior has led me to maintain one library of MP3s on my Mac and another on my Windows PC.

After spending most of a day switching between my PowerBook running OS X, to listen to Elvis Costello's latest, and my PC running Windows ME, to tune into an old Bill Evans album, it dawned on me that there's a way to do it all on one computer.

In the OS X Finder's Go menu, select the Connect To Server command and use

the SMB networking protocol to mount your PC's hard drive. Once it appears on the Mac's desktop, go ahead and launch iTunes 2. Select Add To Library from iTunes' File menu. In the resulting Choose Object window, navigate to the folder that contains the PC's MP3 files, and click on Choose. iTunes will add any MP3, WAV, and AIFF files it finds in this folder to its library. Click on one of these tunes, and then click on Play in the iTunes interface—the tune will stream from the PC across the network to your Mac's speakers.

tent. When you finish, save the document. The next time you conduct a spelling check within Entourage (and in other Microsoft applications that use this dictionary, such as Word and PowerPoint), the program won't flag the added words as errors.

In OS X, this procedure is even easier, because you can open and edit Office v. X's Custom Dictionary file with OS X's own TextEdit application (*your user folder*: Library: Preferences: Microsoft: Custom Dictionary). Just edit and save the file.

As for breaking Entourage of the habit of capitalizing the first letter in a sentence, choose Auto-Correct from Entourage's Tools menu and deselect the Capitalize First Letter Of Sentences option.

Open Sesame, Part 2

I read with interest the April 2002 Mac 911 column that detailed ways to eject a CD from Apple's SuperDrive. I seek a similar solution for opening the SuperDrive's empty drawer on my new iMac—in Mac OS X, my ergonomic keyboard's F12 key won't open the CD drawer. Is there a way to remap OS X's Eject function to a key on my keyboard?

Scholle Sawyer McFarland, Portland, Oregon

At the time I wrote that column, there wasn't. Thanks to Michael Kamprath, now there is. Version 1.1 of Kamprath's \$10 Keyboard Maestro (www.keyboardmaestro.com) adds the ability to assign a key combination to the eject command, so you can make the SuperDrive stick out its tongue and say "ahhh" (see "Keyboard Capers").

Just launch Keyboard Maestro, click on the Create New Hot Key button, select Perform System Action from the New Action menu in the Edit Hot Key window, select Open/Close The CD-ROM Tray in the sheet that appears, and click on Save.

Now click on the Keystroke field. Type a key command—⌘-F7, for example—and click on Save. From this day forward, your SuperDrive's media tray will pop out whenever you press this command.

Economical Optimizer

I want to defragment my iMac's hard drive but can't find any utilities on my computer or system discs that allow me to do this. Do you know of a good—and extremely cheap—utility for defragmenting my hard drive?

Nick Lancaster, *Macworld.com* forums

Extremely cheap? Sure. Just back up your drive, use OS 9's Drive Setup or OS X's Disk Utility to erase the drive, and restore your data. In less time than it takes to stroll from Baltimore to Baton Rouge, you'll have your data on your drive in an unfragmented state.

But if you find the prospect of such a tediously time-consuming operation as uninviting as I do, root around in the cracks of the couch for enough change to purchase a real disk-optimizing utility such as Symantec's Speed Disk (part of the \$100 Norton Utilities 7.0; www.symantec.com) or Alsoft's \$30 Plus-Optimizer (www.alfsoft.com). Although only Speed Disk runs natively in OS X, each utility can optimize OS 9 and OS X volumes formatted with the Mac OS Hierarchical File System Extended (HFS+) format.

TV to DVD

On a couple of occasions, columnist Andy Ihnatko has mentioned that he's burned his favorite television shows to DVD. I love this idea and would like to do it myself. How do I go about it?

John Edward, Irvine, California

Knowing Andy, I suspect his method incorporates tiny robots, voice recognition, and a large beaker of a well-known soft drink. My scheme is pedestrian in comparison. I simply record a program to my VCR, record that recording to my Hi8 camcorder via the camcorder's S-Video and audio-output ports (you could do this with a digital camcorder as well), record the video with iMovie via the camcorder's FireWire port, and then move the resulting QuickTime DV movie into iDVD, where I create and burn the disc.

The dump from VCR (analog) to camcorder results in a generation loss—meaning that you lose quality. You could skirt this issue by recording directly from your VCR to your Mac via an analog-to-digital conversion box such as Formac's \$400 Formac Studio (www.formac.com). □

He may not be a prince, but charming contributing editor CHRISTOPHER BREEN is the author of *Mac 911* (Peachpit Press, 2002) and the soon-to-be-released *Secrets of the iPod* (Peachpit Press, 2002).



Share tips and discuss Mac problems with other Mac users in the Mac 911 forum (www.macworld.com/subject/mac911). Also send tips by e-mail to mac911@macworld.com. We pay \$50 for tips selected for publication in *Macworld*. All published submissions become the sole property of *Macworld*. Shareware and free-ware mentioned in *Mac 911* are available at www.versiontracker.com.

Parts Is Parts

Like a London broil hauled before a passel of peckish pumas, Mac OS X has recently received the lion's share of Mac users' attention. But one must occasionally put aside permissions and preemptive multitasking, to ponder parts and ports. This month's *Mac 911* looks at hardware—from salvaging an old Mac's components, to adding a second internal media drive, to finding a cost-effective alternative to expensive ink-jet cartridges.

Salvage Job

I have an older Power Mac that I recently replaced with a Power Mac G4. What parts can I move from the old Mac to the new one?

Paul French, *Macworld.com forums*

Unless your "old" Power Mac is of fairly recent vintage, moving RAM from old Mac to new isn't an option. Power Mac models beginning with the Power Mac G4 (Digital Audio) use PC133 RAM (RAM

designed for a 133MHz system bus) and won't function properly with the PC100 RAM found in earlier Power Mac models, starting with the original G3 (though you can use PC133 RAM in Macs designed to use PC100 RAM).

If the old Mac has an IDE drive, you can move that drive to one of the free drive slots in your Power Mac. (Just be sure to change the drive's jumper settings from master to

slave if the old drive will serve as a second drive rather than a replacement for the new Mac's original drive.) If you've already filled your Mac's IDE bus (which accommodates two IDE devices), you can place that IDE drive in a FireWire enclosure and use it as an external FireWire drive.

If you've added any PCI adapter cards to your old Mac—a SCSI adapter card or a PCI audio card, for example—you may be able to move them to your new Mac. Before doing so, however, check their OS X compatibility. A number of SCSI cards require updated drivers to perform reliably in OS X. (If the

SCSI card does work, you can also salvage SCSI drives from your old Mac.) Other PCI cards, such as Creative Labs' SoundBlaster Live for Macintosh, may never work with OS X.

And don't forget external peripherals such as your monitor and your old ADB keyboard and mouse, which will work with your new Mac—with the help of Griffin Technology's (615/399-7000, www.griffintech.com) \$39 iMate USB-to-ADB adapter. Current Power Mac G4s support two monitors—one using Apple's ADC and the other bearing a standard VGA connection.

Massive Modification

I have the SuperDrive in the upper bay of my Power Mac G4 and would like to install a faster CD-RW drive in the bay normally reserved for Zip drives. Is this possible?

Frank Jewell, *Macworld.com forums*

Before I explain what's involved in such an undertaking, may I direct your attention to the FireWire ports on the back of your Mac? One of these ports, when used in conjunction with an external CD-RW drive, will provide you with all the disc-burning goodness you desire. A fast FireWire CD-RW drive costs around \$200 and offers the advantages of convenience and compatibility.

I invoke these particular qualities for good reason. To place a 5.25-inch drive in the spot reserved for a 3.25-inch Zip drive, you must take hacksaw in hand and severely modify your Mac's case—a process that will certainly void your warranty and, if you're not careful, destroy the look (if not the functionality) of your Mac.

Then there's the compatibility issue. Don't expect just any old IDE CD-RW drive to work with your Mac. Not all drives are compatible. If you persist in your plans to place such a drive inside your computer, make sure it works *before* you start hacking away at the Mac's case. You can do this by opening



the Mac's case (with the power off, please), detaching the power and data cables from the media drive currently in your Mac, attaching them to the new drive (which you've placed on the floor next to the Mac), firing up your systems, and seeing if you can read and write to media inserted in the drive.

If you still want to try this project, learn more from Quinn MacDonald, who's performed this kind of surgery on a Power Mac G4 (Quicksilver). You'll find the mighty Quinn's instructions at www.quinnmacdonald.com/pages/g4_mod.html.

Alternative Audio Jack

The headphone jack on my iMac has died. I hate to take my system into the shop for such a little thing. Is there some other way I can continue to use headphones with my computer?

Dan Burnett, Rochester, New York

With the help of a USB audio adapter such as Griffin Technology's \$35 iMic, you can get sound into and out of your iMac. The iMic has an input jack you can switch between line level and mike level, as well as an output jack you can use with headphones or a set of powered computer speakers.

To use the iMic with OS X, plug it into a free USB port on your iMac or a powered USB hub (rather than the USB port on the keyboard), open the Sound system preference, click on the Output tab, and select the iMic USB from the list of available audio-output devices. In OS 9, open the Sound control panel, click on the Output tab, and select USB Audio from the list of available devices.

Battery Swap

How do you replace the internal battery of a slot-loading iMac DV?

"iMac Daddy," *Macworld.com forums*

If you flip your iMac onto its face (on a soft surface and with the power off), remove the door that covers the RAM and AirPort slots, and tilt the iMac up, you'll spy the battery on the upper left area of the motherboard. Regrettably, you can't get at it (nor should you try to with implements such as long pliers or chopsticks). To remove the battery, you must first take off the iMac's bottom plastic case and internal metal shield. Thankfully, performing these chores is not difficult.

First, unplug all cables except the power cord. Open the door that covers the slots and remove

the AirPort card (if it's present). Then pry off the plastic cover, located just above the RAM slot, that covers the VGA port; touch the metal shield beneath this cover to discharge any static electricity you might be harboring. Unplug the power cord.

Remove the two Phillips screws on the side of the VGA port (those farthest away from the port—they hold the plastic cover in place) and the two screws next to the iMac's kickstand. Starting at the top, pull the cover off. You'll hear a snap when the cover finally comes loose from the bottom of the iMac—this is normal.

Six screws secure the inner shield—two at the top, two at the bottom close to either side of the iMac, and two at the bottom of the shield. Remove these screws and pull the shield away.

With the shield gone, the 3.6V LiIon battery is exposed. Remove the battery and take it to a well-stocked electronics or camera shop for replacement. For more details on how to crack open an iMac, see "Upgrade an iMac" (www.macworld.com/2001/10/howto/imac.html).

Unending Ink

I love my old Epson Stylus Photo 1200 printer (even though Epson has failed to create OS X drivers for it), but my local retailer doesn't carry the ink cartridges for it. Is there an alternative to purchasing these cartridges from Epson?

Kevin Cook, Cincinnati, Ohio

You, my friend (and, I suspect, many other ink-jet-printer owners), may be a prime candidate for a Continuous Inking System (CIS). This apparatus

places dummy ink cartridges inside a printer and then feeds them, via a series of tubes, from ink-filled bottles stationed at the side of the printer. The printer believes it's carrying a regulation ink cartridge and goes about its job.

Advantages? Price, mainly—the initial investment of \$120 to \$200 for the equipment and ink may seem steep, but consider that Epson charges around \$50 for the two ink cartridges (one with colored inks and one with black ink) for your printer. The 4-ounce bottles of ink that come with many of these systems are equivalent to 12 ink cartridges.

Disadvantages? I'd paint too rosy a picture if I suggested that installing and maintaining a CIS >>



A Sound Solution

The Griffin Technology iMic features audio input and output for USB-equipped Macs.



TIP OF THE MONTH

In the June 2002 *Mac 911* column, you discussed ways to kill pop-up windows. I have another solution: Fight JavaScript with JavaScript!

In Internet Explorer, I created a new favorite in my Toolbar Favorites folder,

named it Disable Respawns, and entered this JavaScript in the address field:

```
javascript:void(window.onunload=null);for(i=0;i<frames.length;i++)void(frames[i].onunload=null)
```

When I come across a site that creates a new pop-up window after I try to close one, I click on this favorite, which puts an end to any subsequent pop-up or pop-under windows generated by another pop-up.

Richard Samul, *Macworld.com Forums*

UNSOLICITED ADVICE

Every so often, a reader asks me about multisession CD-R discs—CDs you can write to several times (but not erase).

To begin with, Apple Disc Burner can't create multisession discs. Rather, it produces discs formatted in the hybrid HFS+/ISO 9660 format that both Macs and PCs can read, in the ISO 9660 format (used for writing MP3 files to disc), and in the Red Book audio-CD format. Disc Burner can write to these discs once and once only.

With the help of James Sentman's \$17 CD Session Burner (www.sentman.com/burner), a Mac running OS X 10.1.4 or later, and a Disc Burner-compatible CD burner, you can create multisession CDs

in HFS+ format. Each session will appear as a separate volume on your Mac's desktop. PCs can't read discs produced by CD Session Burner.

Roxio's \$90 Toast Titanium (408/367-3100, www.roxio.com) can create a variety of multisession discs, including those in HFS+, HFS+/ISO 9660, and ISO 9660. On a Mac, sessions on discs formatted as HFS+ or HFS+/ISO 9660 appear as separate volumes. A multisession disc formatted as ISO 9660 appears as a single volume containing folders that represent each session. Both HFS+/ISO 9660 and ISO 9660 multisession discs appear as a single volume on a PC.

is as simple as flinging a new ink cartridge into your printer. The setup time isn't terrible—the companies that sell these systems say they take around 30 minutes to install. However, the troubleshooting and maintenance material posted on the Web indicates that maintaining them can be a bother. It's no small matter to put things right should you accidentally introduce air into one of these systems—something that can happen if an inkwell runs dry or if you leave your printer idle for too many days.

Companies selling CISs include MIS Associates (800/445-8296, www.inksupply.com) and Worldwide Imaging Supplies (800/559-3465, www.weink.com). These outfits offer CIS equipment for a variety of printers, including those whose ink cartridges make it more difficult to use nonstandard printer cartridges.

Tray Tricks

When I start up my Power Mac G4, the CD tray opens automatically. Why is this?

Mike Nettleton, Portland, Oregon

Be assured that this action is in no way an editorial comment: your Mac isn't sticking out its tongue at you. Rather, any number of things may be compelling it to eject its drawer. Among those causes are firmware that needs updating, a jammed eject button on the media drive, third-party keyboards, and a misbehaving USB device.

To fix the firmware, launch Apple's Software Update and seek a firmware update for your Mac. If one's available, install it.

To discover whether your eject button is awry, peel back the bezel that covers the media drive and check

the button on the face of the drive. If it appears to be stuck in the pushed-in position, jiggle it in an attempt to make it pop out. Should you find tape covering this button, remove the tape.

To find out whether the keyboard is the culprit, switch off the Mac, unplug the keyboard, and restart your Mac. If the tray stays in place, you might consider using your Mac's original keyboard or finding a different keyboard that doesn't cause this problem. (Apple keyboards with faulty eject buttons can also cause this problem.)

If none of the above works, unplug any USB devices attached to your Mac (except for the keyboard and mouse) and restart. If the drawer stays in place, plug in one USB device and restart. Continue this plug-and-restart business for each USB device attached to your Mac. If the problem recurs, remove all USB devices except the one you plugged in last, and restart. If the tray again shoots out, check the Web for updated drivers for the problem USB device.

Additional AirPort Access

I have a PowerBook G3 (Wall Street) that I'd like to use with AirPort. I've heard there are third-party PC cards that let you join a wireless network. Do they really work?

Paul Suszynski, Savannah, Georgia

In OS 9, yes. In OS X, for the most part, yes.

For the past couple of years, I've used an Orinoco PC Card Silver (now sold by Agere, 866/674-6626, www.orinocowireless.com) with my Wall Street PowerBook in OS 9, and it works beautifully. The AirPort software recognizes it just as if it were a bona fide AirPort card. Just shove the card into the PowerBook's PC card slot, open the AppleTalk and TCP/IP control panels, select AirPort PC Card as your connection method, and join an AirPort network as you normally would.

Although Agere hasn't released OS X drivers for the Orinoco cards, there's an open-source driver at <http://wirelessdriver.sourceforge.net>. But it's not perfect. After upgrading my PowerBook to OS X 10.1.5, I've found it difficult to use the Orinoco card to log on to my AirPort network if WEP encryption is enabled. Users visiting SourceForge.net's forums indicate that this isn't an isolated problem. My hope is that by the time you read this, the driver will be updated to work better with the most recent version of OS X. This driver also works with PC wireless cards from Proxim (which has purchased Farallon and its SkyLine cards) and D-Link. □

Contributing Editor CHRISTOPHER BREEN does his part to enlighten current and potential iPod owners in *Secrets of the iPod* (Peachpit Press, 2002).



Share tips and discuss Mac problems with other Mac users in the Mac 911 forum (www.macworld.com/subject/mac911). Also send tips by e-mail to mac911@macworld.com. We pay \$50 for tips selected for publication in *Macworld*. All published submissions become the sole property of *Macworld*. Shareware and freeware mentioned in *Mac 911* are available at www.versiontracker.com.

What Lies Beneath

I'll bet that when Apple's marketing mavens gathered to pitch slogans for Mac OS X, they discarded the motto "All the gnarliness of Unix!" in about two ticks. But let's face it, an indisputably challenging operating system lies beneath OS X's Aqua surface. With this in mind, we examine various OS X arcana—such as force-quitting Classic, renaming directories, commanding Terminal, and formatting with Unix File System—and look at some factors that will determine whether using OS X all the time makes sense for you.

A Classic Case

Classic often fails to quit when I shut down; when this happens, I have to invoke the Force Quit command from the Apple menu. Is there a way to do this from the Dock?

Fred Sandsmark, *Macworld.com forums*

By default, no. When the Classic environment first launches, an OS 9 icon appears in the Dock, but don't be fooled. This icon doesn't represent the

Classic environment; it represents the Classic Startup application, which can be found at System: Library: CoreServices. Once Classic has fully launched, the icon disappears.

Of course, selecting Force Quit from the Apple menu is not terribly inconvenient, and pressing ⌘-option-escape to conjure up the Force Quit Applications window is just as easy, but if your deepest desire is to force-quit

the Classic environment from the Dock, there is a way—the \$8 Classic? V2, from XGadgets (www.xgadgets.com). Once you install this utility, you can launch, restart, shut down, and force-quit Classic from the Classic? V2 icon in the Dock or from the Classic? V2 menu. (You can choose to install the dockling, the menu, or both.) Classic? V2 also provides access to Classic's control panels and allows you to rebuild the Classic desktop.

As for your general problem of an uncooperative Classic during shutdown, updating your version of

OS X may help. I had a similar problem with early versions of OS X 10.1. That problem no longer occurs when I run OS X 10.1.5.

Legal Name Changes

If I change the name of my hard drive, will iTunes and iPhoto forget the location of their respective libraries?

Kathy Thomas, *Philadelphia, Pennsylvania*

No. Although it's true that your Mac performs best when you refrain from renaming any folders created by Mac OS, renaming a volume or hard drive won't cause iTunes or iPhoto to lose track of their respective libraries.

What *will* seriously mess with OS X's mind is renaming the Applications, Library, System, and Users folders at the root level of your OS X volume (and if you don't have root privileges, you won't be able to rename these folders from within OS X). Likewise, if you rename the Utilities folder inside the Applications folder, applications such as Print Center won't be able to do their jobs. If you rename the Pictures folder inside your user's folder, iPhoto will launch with nary a photo in its library. And if you rename the Library folder in your user's folder, you'll lose preference settings for OS X and its applications.

Typical Terminal Commands

Is it possible to launch a program from Terminal?

Julian Wai, *Macworld.com forums*

Sure. Just use the Unix `open` command. If you want to launch the Calculator application, for example, you'd type `open /Applications/calculator.app`.

The `/` characters denote directories (or, if you want to think of it graphically, the folder hierarchy). What this command really says is "Open the Calculator



ILLUSTRATION BY LEO ESPINOSA

application in the Applications folder at the root level of the OS X volume.”

Note the space between **open** and **/**. Without that space, the **open** command—or any command that moves you to another directory—won’t work.

You can use the same command to open a folder: **open /Users/chris/Pictures**, for example, whisks me to the Finder, where my open Pictures folder awaits (a quicker way to do the same thing is to type **open ~/Pictures**—the **~** character is a shortcut to your users folder).

There are several other useful, easy-does-it Terminal commands you can type after the prompt:

cd (change directory) followed by a path moves you to a new folder: for example, **cd /Applications/Utilities** moves you to the Utilities folder inside your Applications folder at the root level of your OS X volume.

cd / takes you to the root level of your OS X volume; **cd** without any following character transports you to your user’s folder—Users: chris, for example.

pwd (print working directory) reveals the full path to your current location. For example, if I’ve been rummaging around in my user’s folder, **pwd** displays **/Users/chris**.

ls (list) lists all the files in your current location. If I type this command while in my user’s directory, all the folders found in a user’s folder—Applications, Desktop, Documents, Library, Movies, Music, Pictures, Public, and Sites—are displayed, along with any other files I may have flung into my chris folder. To list the files in a different location, type **ls** and the path to the location you desire. **ls /Applications**, for example, shows you the contents of the Applications folder at the root level of your hard drive.

man followed by a command name produces the electronic manual pages for that command. For instance, typing **man ftp** produces line after line of instructions on using ftp with the flavor of Unix underlying OS X.

Never Clone Alone

I work in a college environment where I need to clone over 30 Macs with the same disk image that I created for the Mac lab. Is there an application that will allow me to do this?

Howard Yong, *Macworld.com forums*

There are ways to do this in both OS 9 and OS X. Let’s start with OS X:

In OS X, you can manage this kind of thing with Mike Bombich’s donationware utility, Carbon Copy Cloner (www.bombich.com/software/cccl.html). This valuable tool allows

you to clone an OS X volume to another volume or drive (including an iPod)—though you can’t clone to a CD-R or DVD-R disc.

To begin, just launch Carbon Copy Cloner, choose a source and a destination drive, and then select the items you’d like to copy from one volume to the other (see “Send in the Clone”). In a matter of minutes (up to around 30 minutes if you have a lot of files selected), the utility will create a bootable OS X volume that contains those items.

In OS 9, if the image is smaller than 640MB, you can simply burn the material you want to a CD-R and then copy the contents of the CD-R to each Mac. If you want this image to contain a System Folder that, when copied to each computer, will boot that Mac, turn to OS 9’s Disk Copy application, which you’ll find in the Utilities folder inside the Applications (Mac OS 9) folder.

Choose Create New Image from Disk Copy’s Image menu, select 663,000K (CD-ROM 12cm, Full) from the Size pop-up menu in the resulting Save Disk Image As dialog box, give the image a name, and click on Save. When the disk image mounts, you’ll be asked to initialize it. Do so using the default Mac OS Extended format.

Now insert the OS 9 installation disc, run the installer, and select the disk image you just created as the destination for the installation. Add the other material you want to the disk image and then burn the contents of the disk image to a CD-R. If the data you want to copy exceeds the capacity of a CD-R, copy the material to an external hard drive

and move from Mac to Mac, copying the data from the drive to the Mac’s start-up drive.

Usable File System?

The OS X installer offers me the option to format my hard drive in the UFS (Unix File System) format. Are there any circumstances under which I’d want to do this?

“palomino,” *Macworld.com forums*

Regular ol’ Mac users will find a UFS-formatted volume more hindrance than help. When Mac OS X is installed on a UFS volume, AirPort won’t work. Nor can you change a hard drive’s name. Nor will the Classic environment function the first time it’s opened on a UFS-formatted volume. Nor will a

Send in the Clone

Carbon Copy Cloner allows you to create a bootable duplicate of your OS X volume.



TIP OF THE MONTH

When I choose the Open or Save command in OS X, I’d like to quickly navigate to the hard drives that appear on my desktop, as I can with OS 9. Unfortunately, the Desktop panes in the Open and Save dialog boxes don’t contain volumes. To access them, I must instead scroll the window all the way to the left. Here’s a way around that:

Create aliases of your volumes in the Desktop folder (in your user’s folder)—this places icons of the volumes on your desktop and in the Desktop portion of Open and Save dialog boxes. To eliminate the duplicate icons, select Preferences from the Finder menu and deselect the Hard Disks option under Show These Items On The Desktop.

Peter A. Hillman

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UNSOLICITED ADVICE

Apple's QuickTime Pro 6.0 (\$30; 800/692-7753, www.apple.com) includes the Advanced Audio Coding (AAC) codec, developed by Dolby Laboratories—AAC can make audio files smaller and higher in quality than files produced using the MP3 standard. As we went to press, Apple's iTunes couldn't encode tunes with this codec, but it could play them.

To automatically bring AAC-encoded songs into iTunes, just download and run a copy of Doug Adams's \$5 Make Mine MPEG-4 AppleScript (www.malcolmadams.com/itunes) or Scott Nichol's free AACelerator (www.macmethod.com).

You may also want to try the manual method, which is also the general procedure for converting and encoding any QuickTime movie. Learn it, and you'll have a good idea of how to convert a MIDI file to AIFF, an AVI file to MOV, or a MOV file to WAV.

Insert an audio CD, launch QuickTime Player Pro (the free version of QuickTime doesn't allow you to encode files), select Import from the File menu, and navigate to the audio file you want to import. Now select Export from the File menu, and in the resulting Save Exported File As window, select Movie To MPEG-4 from the Export pop-up menu. Click on the Options button in this window; then click on the Audio tab in the MPEG-4 Settings window that appears, and move the slider so that 128 Kbps is selected (this bit rate sounds remarkably good yet keeps file size down). Click on OK to dismiss the MPEG-4 Settings window and then on Save to begin encoding your file.

Moving your AAC-encoded files into iTunes is a simple matter. Just launch iTunes and either select Add To Library from the File menu and select your files, or drag the encoded files to the iTunes Library window.

UFS volume appear on your Mac's desktop when you boot into OS 9. Nor can you use the type and creator codes beloved by all right-thinking Mac users to associate a file with an application.

Given all these *no's*, there's no reason on earth to format your drive as a UFS volume, unless you're developing Unix applications on your Mac. For that, UFS is the format you're likely to choose.

X Stands Alone

I purchased a new iBook, and I'm thinking of partitioning the hard drive and reinstalling OS X only. Can I do this and partition OS X using the installer CD, or must I install OS 9 and then install OS X?

Nadrell Evans, *Macworld.com* forums

To address your specific question, yes, you can partition your iBook's drive with the OS X installation CD and install just OS X—there's no need to install OS 9 if you don't care to. But your question brings up a broader question: Can modern Macs now function in a completely OS X environment?

Perhaps. Whether you can dispense with OS 9 and the accompanying Classic environment depends a great deal on what kind of duties your Mac performs. Run-of-the-mill Mac users who use their Macs for e-mail, Web browsing, moviemaking, music playing, and word processing can function quite well with

OS X-native applications such as OS X 10.2's Mail; Entourage (part of the \$459 Microsoft Office suite; 800/426-9400, www.microsoft.com); Qualcomm's Eudora (free with ads, \$40 without ads; 858/587-1121, www.qualcomm.com); any of a slew of OS X-native Web browsers; Apple's iMovie, iTunes, and \$79 AppleWorks (800/692-7753, www.apple.com); and Microsoft Word (\$370). And Adobe's (800/833-6687, www.adobe.com) OS X support in applications such as Illustrator (\$400) and Photoshop (\$600) will keep most graphic artists happy in a completely OS X environment (though an unsupported scanner or printer may force these users into OS 9 from time to time).

On the other hand, if you depend on QuarkXPress (\$900; 303/894-8888, www.quark.com) to get your pages to print, you're still staring at OS 9's Platinum interface. Likewise, musicians seeking a wide variety of OS X-native professional sequencing and digital-audio tools have a while to wait.

Inconsistent FireWire Booting

I recently purchased a portable FireWire hard drive and would like to use it to boot my Mac, but sometimes it boots and other times it does not. What can I do to consistently boot from this drive?

Kent Holubar, *Redwood City, California*

My fervent prayer is that by the time you read this, booting from a FireWire drive will no longer be an inconsistent exercise. Among its many wonders, that hepcat OS X 10.2 (Jaguar) allows a wider variety of FireWire devices to boot your Mac. Previous OS X versions had a problem doing this because some FireWire-bridge chip sets—for example, the Texas Instrument chip set found in SmartDisk's FireLite drives (www.smartdisk.com)—could interrupt the boot process and keep the drive from mounting. Those drives using the Oxford 911 chip set often had greater success booting OS X 10.1.

If you haven't upgraded to Jaguar and your Mac has problems booting from a FireWire drive, try unplugging the drive when the Mac seems incapable of booting (you'll see a broken folder icon), wait about five seconds, and then plug the drive back in. That five-second pause is crucial: failing to wait may cause the Mac to crash with a kernel panic. I've been able to boot my Titanium PowerBook G4 running OS X 10.1.5 by following this procedure. □

Beneath his crunchy exterior, Contributing Editor CHRISTOPHER BREEN is the oh-so-sensitive author of *Mac 911* and *Secrets of the iPod* (Peachpit Press, 2002).



Share tips and discuss Mac problems with other Mac users in the Mac 911 forum (www.macworld.com/subject/mac911). Also send tips by e-mail to mac911@macworld.com. We pay \$50 for tips selected for publication in *Macworld*. All published submissions become the sole property of *Macworld*. Shareware and free-ware mentioned in *Mac 911* are available at www.versiontracker.com.

Making Jaguar Purr

Mac OS X 10.2, also called Jaguar, is one cool cat, but even it can use a little grooming. I provide just that sprucing up in this month's *Mac 911*, in which we examine ways to create custom screen savers, keep desktop pictures fresh, extract attachments from the Mail application, configure your mouse's scroll wheel, move the Trash to the Finder's toolbar, import addresses into Address Book, and juggle tools within the toolbar.

Self-Made Slide Shows

I love OS X's slide-show screen effects. How can I create a slide show of my own?

Charles Grace, El Cajon, California

The obvious way is to open the Screen Effects system preference, select the Pictures Folder entry, and click on the Configure button. When you do this, you're offered the opportunity to select a folder full of pictures as a source for your slide show. While

this method is obvious, it's not as cool as using a little-known tool included with OS X.

Go to Library: Image Capture: Scripts, and drag a folder full of pictures on top of the Build Slide Show app. Let go of the mouse button, and the pictures within that folder appear on your Mac's monitor as a screen saver. When you next open the Screen Effects system preference, you'll notice that a new Recent Photos entry appears in the list of

available effects. This selection will always be the last group of pictures you've dragged to Build Slide Show.

To save the slide shows you've created, go to your user's folder: Library: Screen Savers, and rename the Recent Photos.slideSaver file in the Screen Savers folder (keeping the *.slideSaver* extension). Once it's renamed, the slide show will appear as a selection in the Screen Effects system preference.

Change of Scene

In OS 9, I could create a randomly displayed series of desktop pictures by dragging a folder full of picture files to the

Desktop portion of the Appearance control panel. Does OS X offer this kind of convenience?

Foster Boyd, Palmer Junction, Oregon

OS X 10.2 does, and then some. Just open the Desktop system preference and drag a folder full of pictures into the portion of the window that displays lines of pictures. Then turn on the Change Picture option and select how often you'd like the desktop picture to change—your choices include every day, hour, 30 minutes, 15 minutes, 5 minutes, minute, and 5 seconds (bring on the Advil); when your Mac is waking from sleep; and when you're logging in.

Those running earlier versions of OS X can bring similar functionality to their Mac's desktop with the help of Brian Bergstrand's free Change-Desktop (www.classicalguitar.net/brian/software/changedesktop).

Inside mbox

I'm interested in viewing the contents of the Mail application's database outside the program—viewing messages in a single file or extracting attachments, for example. Is there a way to do this?

Sharon Fagan, Arlington, Kentucky

When you know how to dig down into the program's mbox database files, it's easy. Here's the trick:

Go to your user's folder: Library: Mail, and you'll spy at least one mailbox folder—named something like POP-janedoe@macworld.com, with your e-mail address in place of Jane's. Inside this folder, you'll spy one or more mbox files. To peek inside your in-box, just control-click on the INBOX.mbox folder and select Show Package Contents from the contextual menu. When you release your mouse, up pops the INBOX.mbox window, which contains an mbox file (along with a few other files).

To view the contents of this file (and thus all the messages in it), just double-click on it. In short order,



it will open in TextEdit, where you can browse it at your leisure. Any attachments included in your inbox will appear as long strings of nonsense text.

To decode an attachment manually, cut and paste the text (demarcated by entries that start with double hyphens, as in --B_3113207532_410736) into an application capable of saving a plain-text document. (Apple's TextEdit can do this if you select Preferences from the TextEdit menu and select the Plain Text option in the New Document Attributes section of the Preferences window.) Once you've saved the document, drop it onto the StuffIt Expander application found inside the Utilities folder. StuffIt Expander will then translate the gobbledygook into a real file.

Regrettably, that real file will likely give you no clue as to which program created it. But the header information in the mbox file will tell you. For example, if you were to see the entry *Content-type: application/x-msexcel; name="my_table.xls"* at the beginning of the file, you'd know you were dealing with an Excel file. A *Content-type: application/msword; name="This_Cool_Story.doc"* entry would indicate a Microsoft Word file.

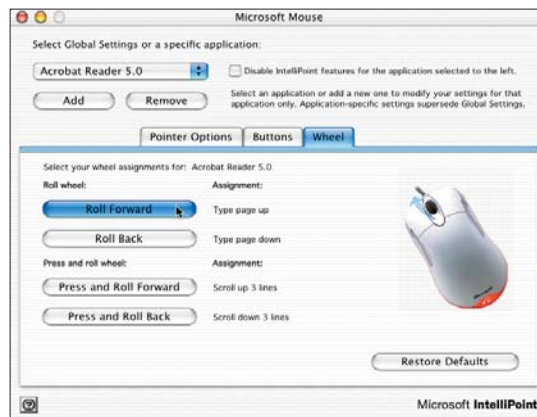
To extract all attachments from the file, drag it onto StuffIt Expander, which will place all the file's attachments into a single mbox folder. Inside this folder will be the attachments within the original mbox file, with generic "Untitled" names.

Wheel of Misfortune

The scroll wheel of my Microsoft IntelliMouse won't scroll vertically in Acrobat Reader 5.0 on my Power Mac G4 running OS X. The wheel functions as expected with Internet Explorer and Microsoft Word, however. Why is it picky about certain applications, and how can I get it to work in Acrobat?

"Macbiker," *Macworld.com forums*

Although OS X supports two-button scroll-wheel mice, some applications are more wheel savvy than others. Specifically, Cocoa applications (those programs written to run natively—and only—in OS X) do the right thing in regard to scroll wheels. Carbon applications (Classic programs altered to run natively in both OS 9 and OS X) and Classic apps *may* react positively to a scroll wheel, depending on whether the software that came with your mouse had been updated with Jaguar compatibility. Acrobat Reader is a Carbon application, and although it supports the mouse to the extent that contextual menus appear when you click on the right mouse button, the scroll wheel does nothing more than give your index finger a



light workout. But dry those tears; using the IntelliPoint software that comes with the IntelliMouse, you can create customized mouse settings for Acrobat Reader that simulate scrolling.

Open the Microsoft Mouse system preference, and click on the Wheel tab in the resulting window. To create a setup specifically for Acrobat Reader, click on the Add button and navigate to the Acrobat Reader application (most likely in your Applications folder) via the Choose A File dialog box that appears. Click on the Roll Forward button. In the resulting IntelliPoint Assignments dialog box, select Keystroke from the Select A Command pop-up menu. Now press the page-up key on your Mac's keyboard and click on OK. Repeat this procedure with the Roll Back button, assigning the page-down keystroke (see "Roll Your Own").

While you're mucking about with custom settings, you might care to click on the Buttons tab and assign the ⌘-plus sign (+) and ⌘-hyphen (-) key combinations to the Right Side and Left Side buttons, respectively. If you're like me, you continually increase and decrease the magnification of PDF files; having these commands literally at your fingertips is convenient.

Toolbar Trash

In earlier versions of OS X, I could put the Trash in the Finder's toolbar. In OS X 10.2, I can't. Is there a workaround for this?

Sonja Momberg, *Glover, Oklahoma*



TIP OF THE MONTH

To copy an item's path name in OS X, open the Terminal application, type `cd` (change directory), and drag the file whose path name you want to the Terminal window. The full path will appear. Then simply copy the path and paste it wherever you'd like.

Note that items in the path name that contain spaces—such as iPhoto Library—appear like this: `iPhoto\ Library`. A full path name may look like this: `/Volumes/OS\ X/Users/Gabriel/Pictures/iPhoto\ Library/2002`.

Dr. Gabriel Dorado, *Cordoba, Spain*

For those unfamiliar with the old method, here it is in a nutshell: Click on the Trash in the Dock to open the Trash window. Then drag the tiny Trash icon from the Trash window's title bar into the toolbar. As Sonja suggests, this trick won't work in OS X 10.2.

You can accomplish this in Jaguar by selecting Find from the File menu (⌘-F), clicking on the Add Criteria drop-down menu, selecting Visibility, and selecting Off in the resulting pop-up menu. Type **Trash** in the File Name Contains field, >>

Roll Your Own Use software that comes with the IntelliMouse to simulate scrolling in Carbon applications.

UNSOLICITED ADVICE

When moving to OS X, many of us discovered that our Macs no longer recognized the printers with which they'd once been so chummy. While vendors eventually introduced OS X-compatible drivers for a number of printers, many printers looked to be orphaned for good. But thanks to the Common Unix Printing System (CUPS) technology in OS X 10.2, users with unsupported Hewlett-Packard, Epson, Canon, and Lexmark printers have a glimmer of hope.

Although there are a number of arcane ways to configure a printer via CUPS, the easiest I've found is the CUPS printer driver, gimp-print 4.2.1 (<http://www.alloxx.com/1030154694/index.html>). After ensuring that it supports your printer (this

information is available from the Web site), download and install gimp-print. Then plug your printer into your Mac's USB port, turn the printer on, and restart your Mac. Open Print Center, option-click on the Add Printer button, select Advanced from the pop-up menu at the top of the resulting sheet, and select your printer model from the Printer Model pop-up menu below. Like magic, OS X 10.2 now supports your printer.

Note that many printer functions—the ability to clean your printer's ink nozzles or choose between black-and-white and color printing, for example—will not be available. If you want to check the level of ink in your printer or clean its nozzles, you must switch to OS 9.

and click on the Search button. You'll likely see numerous .Trash entries. Select the one that displays a small Trash icon in the bottom half of the Search Results window (it should stand alone, without showing any path to a folder higher up in the hierarchy).

If the toolbar doesn't appear in the Search Results window, click on the Clear button in the upper right corner. Drag the highlighted .Trash entry into the Toolbar. This .Trash folder will now appear in every Finder window, and items you drag to this folder will be placed in the Trash.

You can make this folder a bit friendlier by clicking on it from a Finder window's toolbar, pressing ⌘-I to bring up the Get Info window, and changing the name and icon. But after you've logged out or restarted, your changes will revert back to .Trash and a folder icon, respectively.

Change of Address

I have my contacts in an application other than Jaguar's Address Book. How can I move them to Address Book?

Fred Mead, Bridgewater, Connecticut

Apple offers an avenue via the included Import Addresses AppleScript found in Library: Scripts: Mail Scripts. This script presents a list of applications from which you can import your addresses, including Microsoft Entourage, Netscape, Palm Desktop, and Qualcomm Eudora. Some scripts require that you first import text to a tab-delimited text document.

If, like me, you've had a smidgen of trouble with this script, or if it doesn't support your application, you might try these other methods.

Palm Desktop 4.0 Launch Palm Desktop and choose Export from the File menu. In the resulting Export: Palm Desktop window, select vCard in the Format pop-up menu and click on Export. Open Address Book, select Import from the File menu, and select vCards from the submenu. Navigate to the Palm Desktop file you just exported and click on Open.

Microsoft Entourage for Mac OS X Create an empty folder on your desktop, and give it an intuitive name such as Entourage Contacts. Launch Entourage and click on the Address Book button. Select the addresses you want to export, and drag them into the folder you created. Launch Address Book. Drag the Entourage Contacts folder into the Group or Name field to add the addresses in the folder to Address Book.

Mozilla and Netscape 7 Open Mozilla's or Netscape's Address Book, select the addresses you want to export, and choose Export from the Tools menu. In the resulting Export Address Book dialog box, give the file a name ending with the .ldif extension (hank.ldif, for example), choose LDIF (*.ldi,*.ldif) from the Format pop-up menu, and click on Save. Launch Address Book, select Import from the File menu, and then choose LDIF from the submenu. Navigate to the .ldif file you just created, and click on Open.

Note: Without the .ldif extension, Address Book won't recognize the file.

Power On Software Now Contact 4.2 Now Contact is a bit trickier, in that it exports contacts only as text or Now Contact files—formats Address Book can't import. However, you can export your contacts as tab-delimited text files, import them into Mozilla or Netscape, and then use the previously outlined technique to move them into Address Book.

Qualcomm Eudora 5.1 Andreas Amann has created a wonderful free utility called Eudora vCard Export (<http://homepage.mac.com/aamann>), which places all the Eudora address-book entries into a single vCard that you can then drag into Address Book.

Tools Trick

Can I reorder the default tools in OS X 10.2's toolbar?

Ross Morrison, Chico, California

Forge ahead by employing the same method you use to move icons in OS X's menu bar. Hold down ⌘ and drag the icons wherever you like. □

Contributing Editor CHRISTOPHER BREEN is the proud papa of *Mac 911* and *Secrets of the iPod* (Peachpit Press, 2002).



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